

FIGURE 1
SYSTEM CONFIGURATION

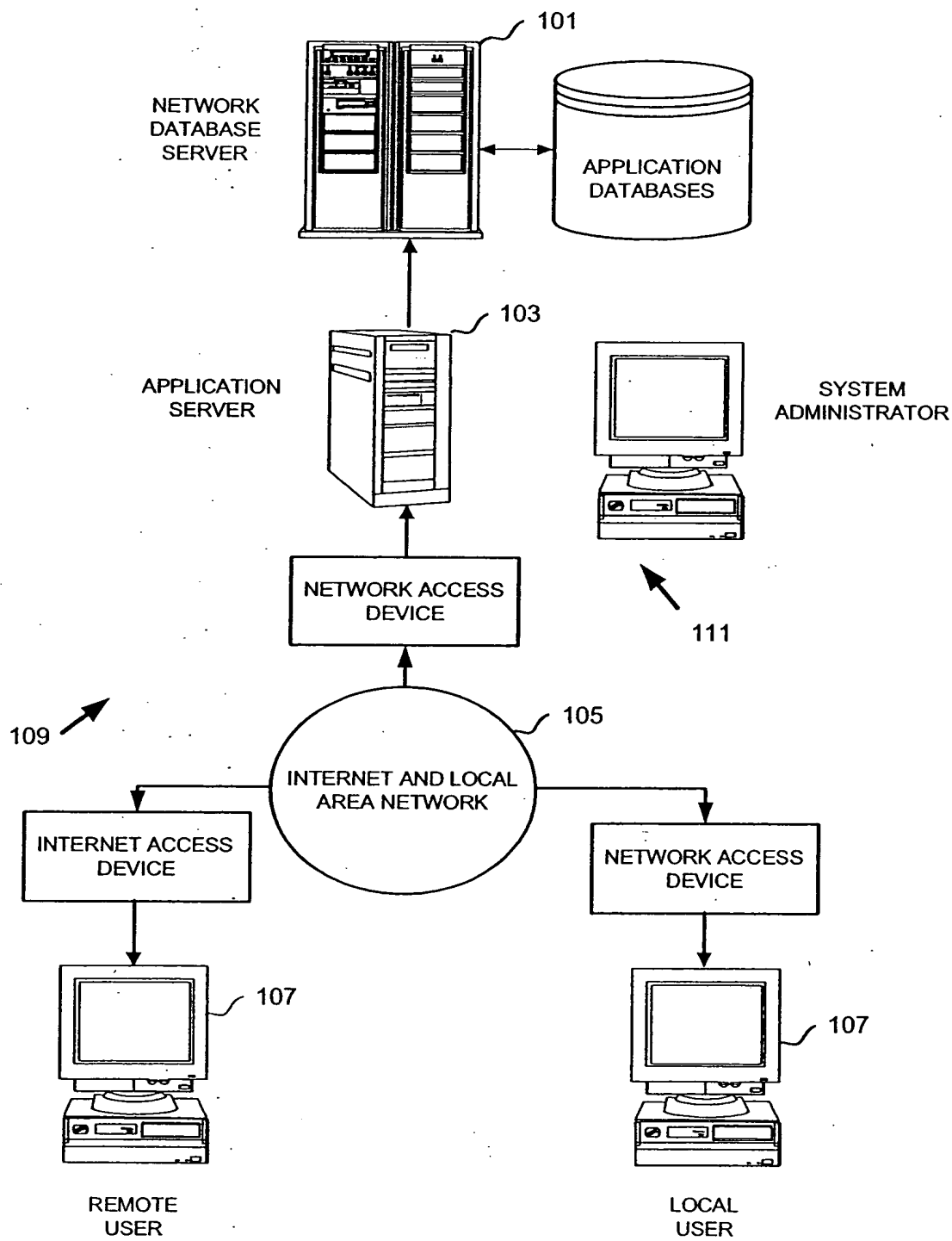


FIGURE 2.A:
METHOD OF GENERATING A CONTRACT

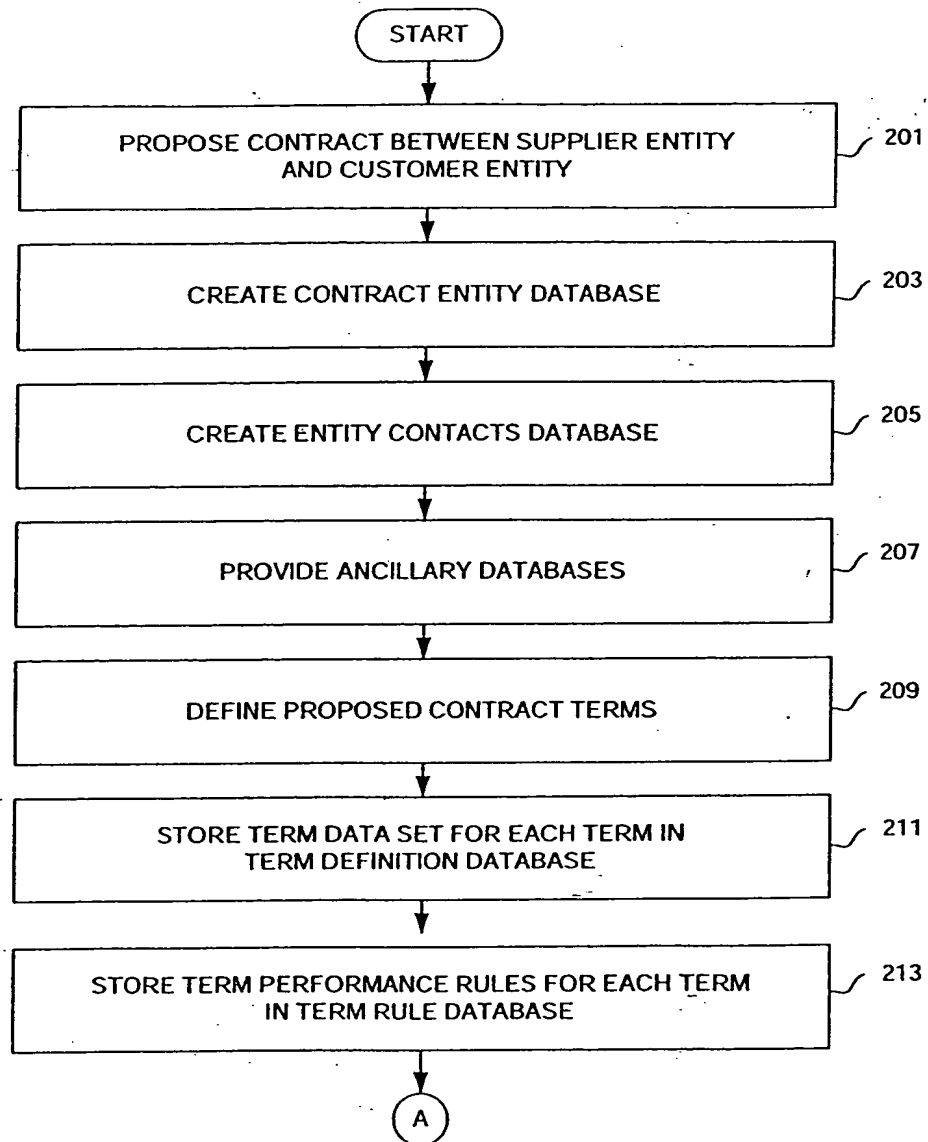


FIGURE 2.B:
METHOD OF GENERATING A CONTRACT

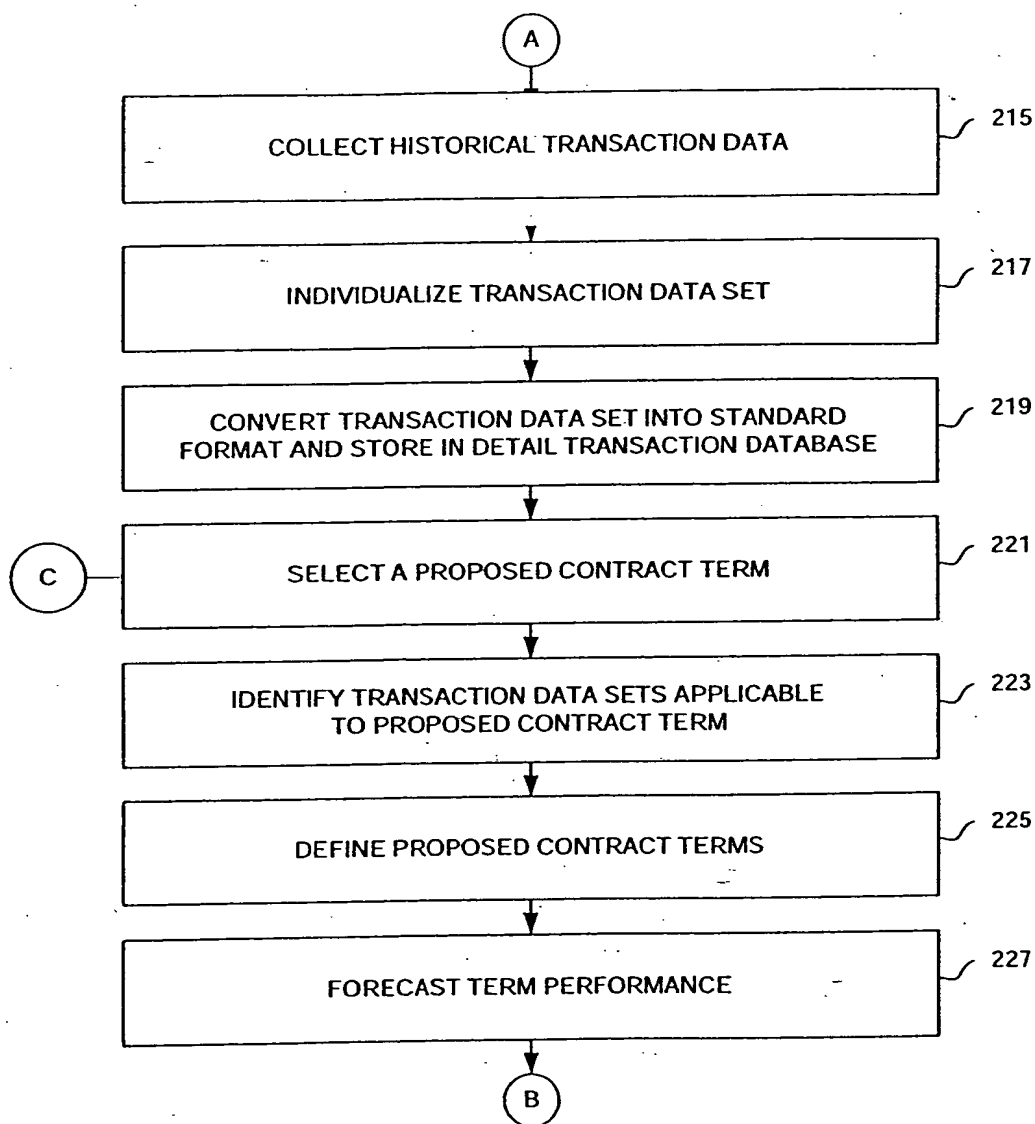


FIGURE 2.C:
METHOD OF GENERATING A CONTRACT

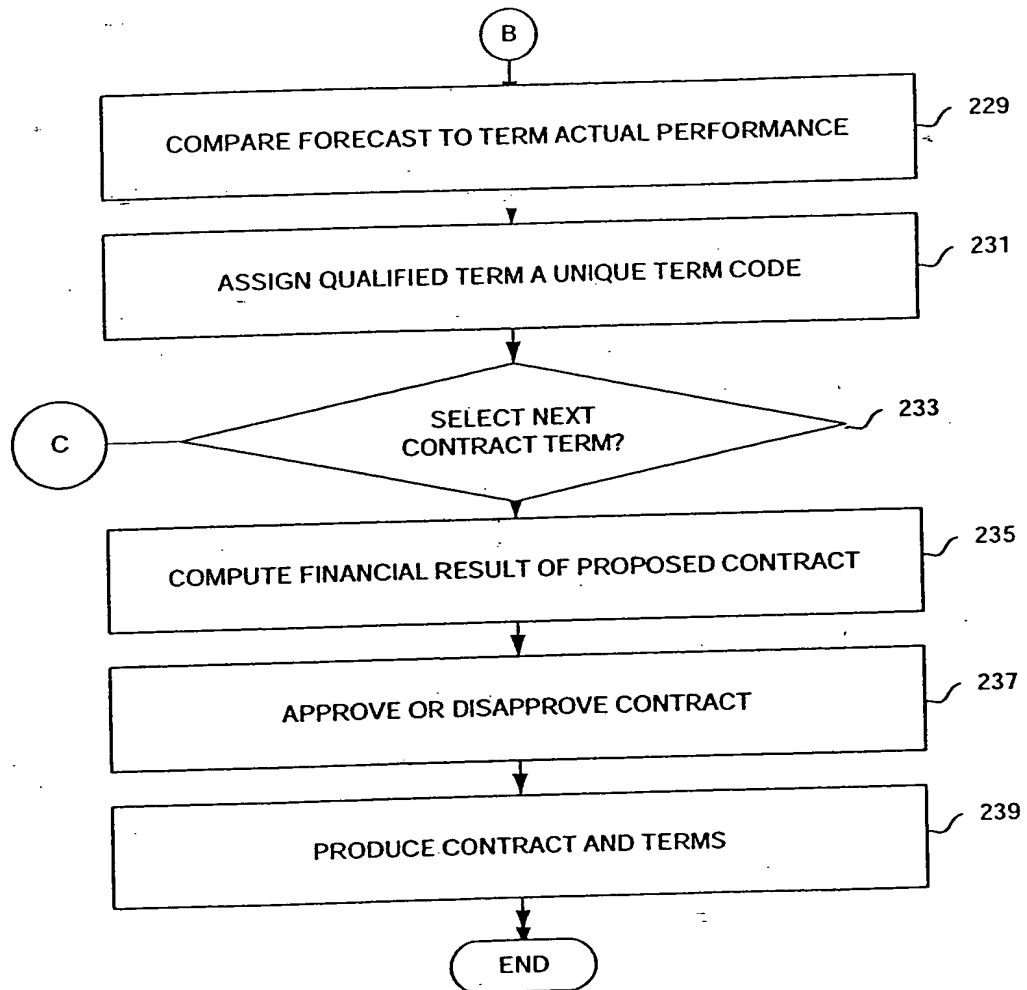


FIGURE 3:
COMPUTER PROCESSOR AND DATABASES

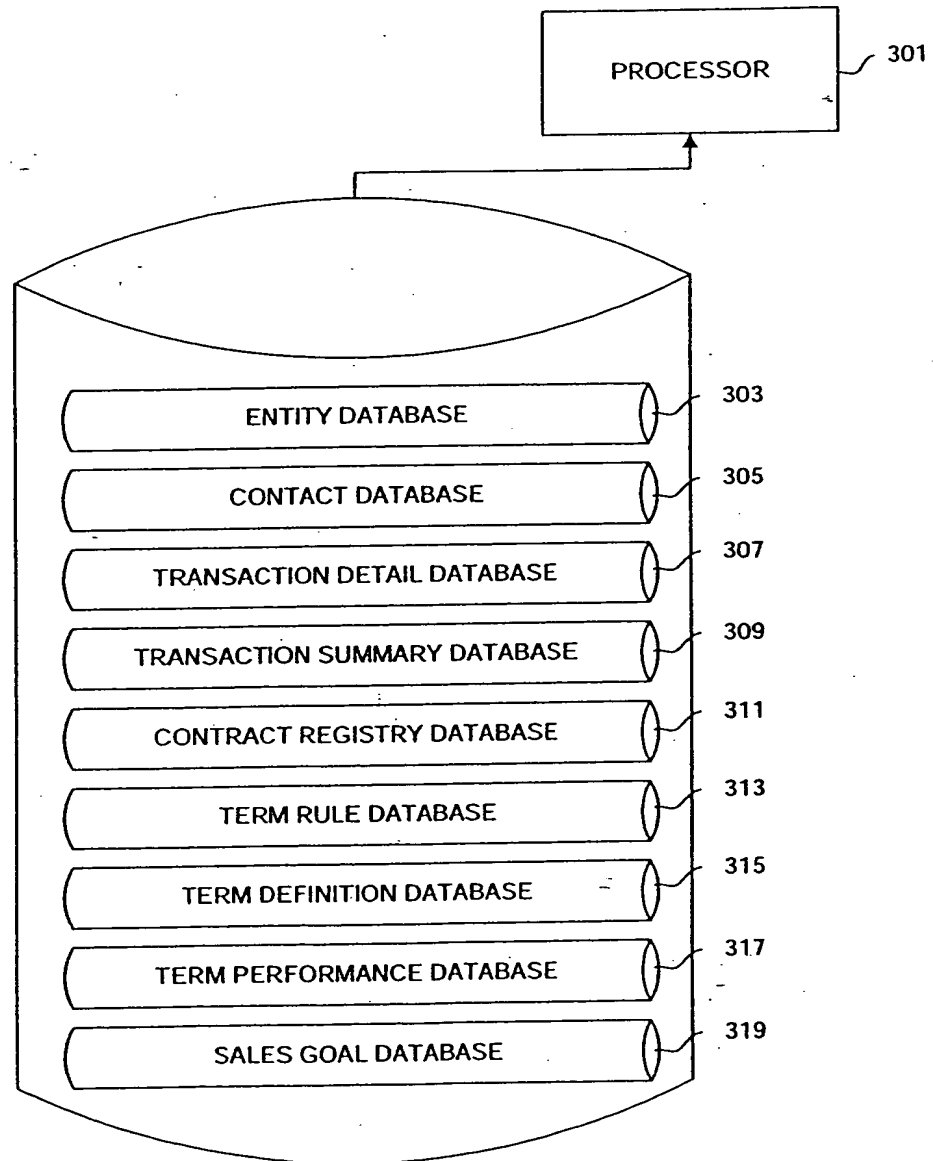


FIGURE 4.A
CONTRACT-DESIGNATED TRANSACTION

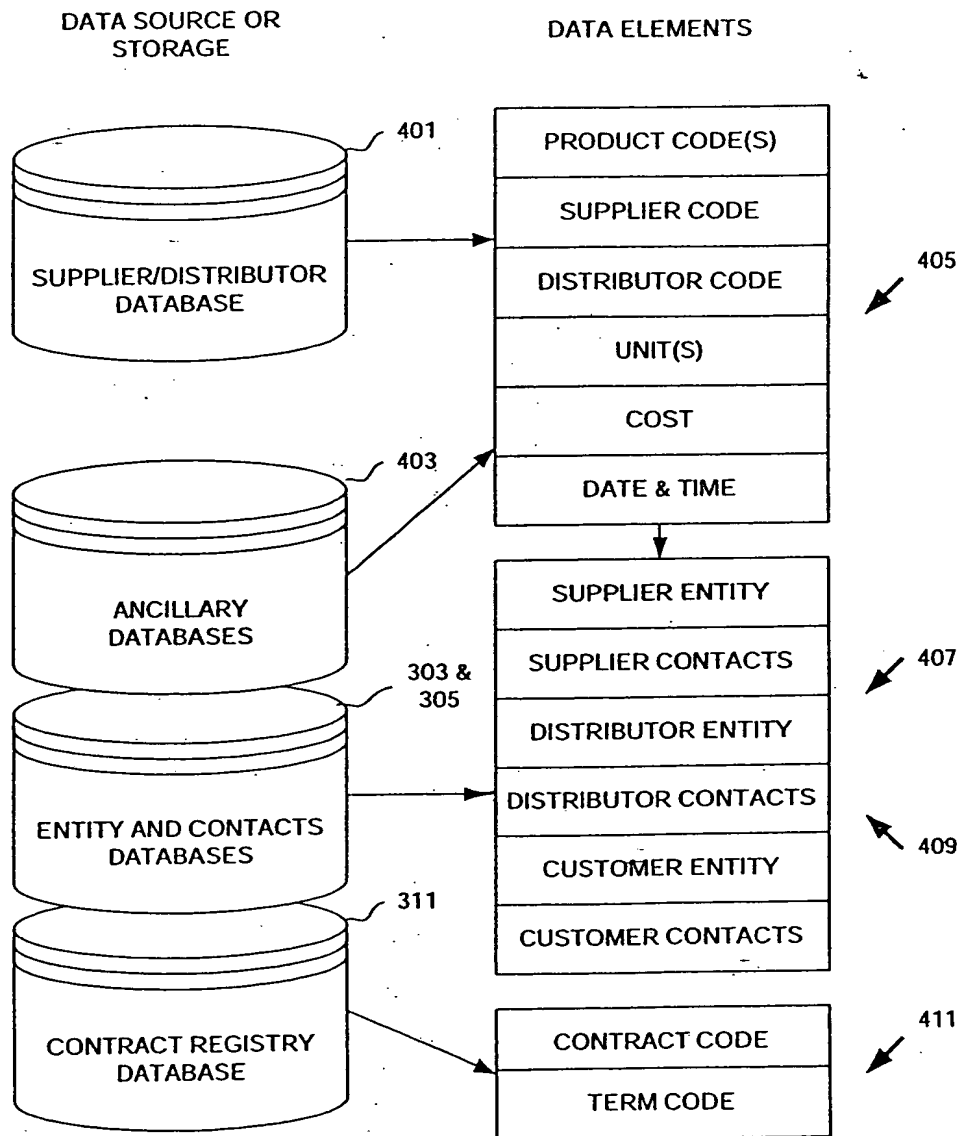


FIGURE 5.A
INPUT CONTRACT ENTITIES AND CONTACTS

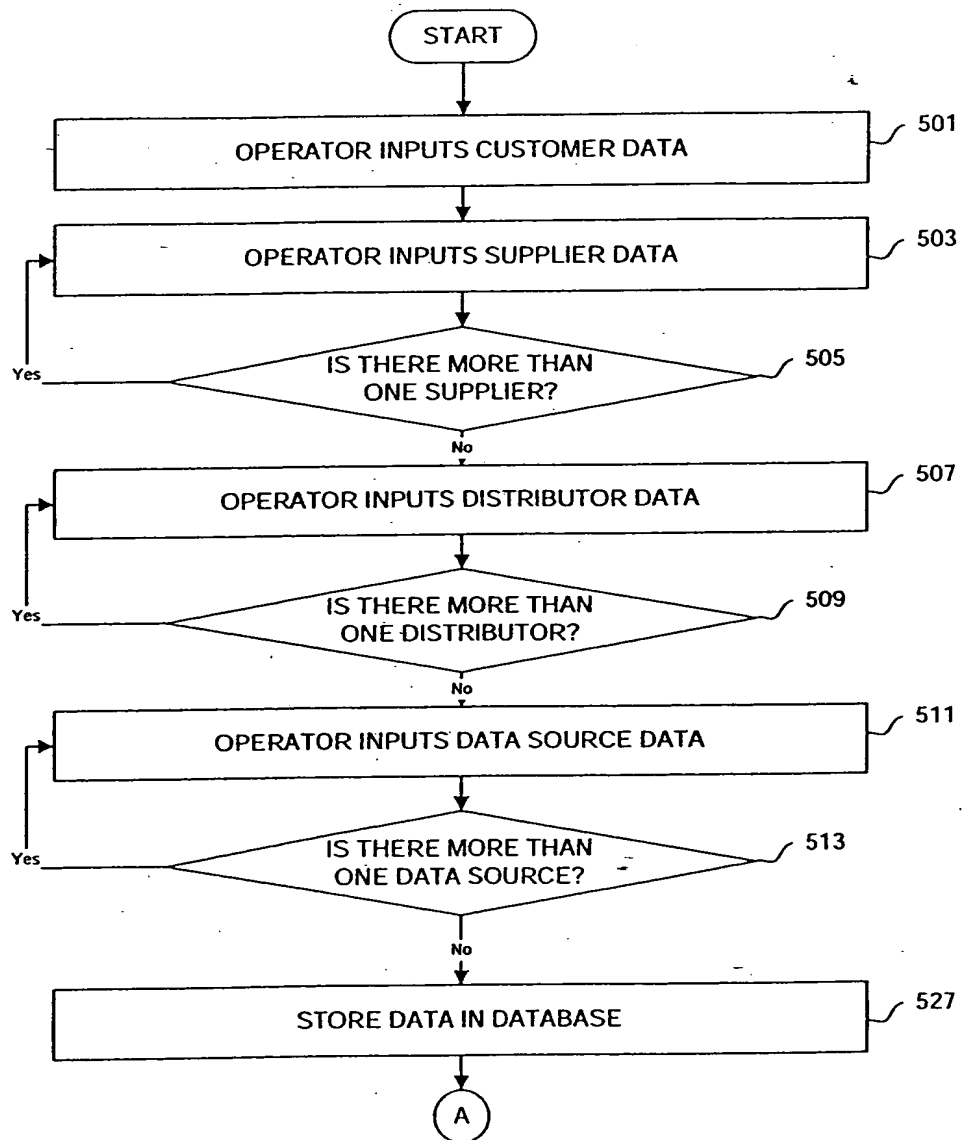


FIGURE 5.B
INPUT CONTRACT ENTITIES AND CONTACTS

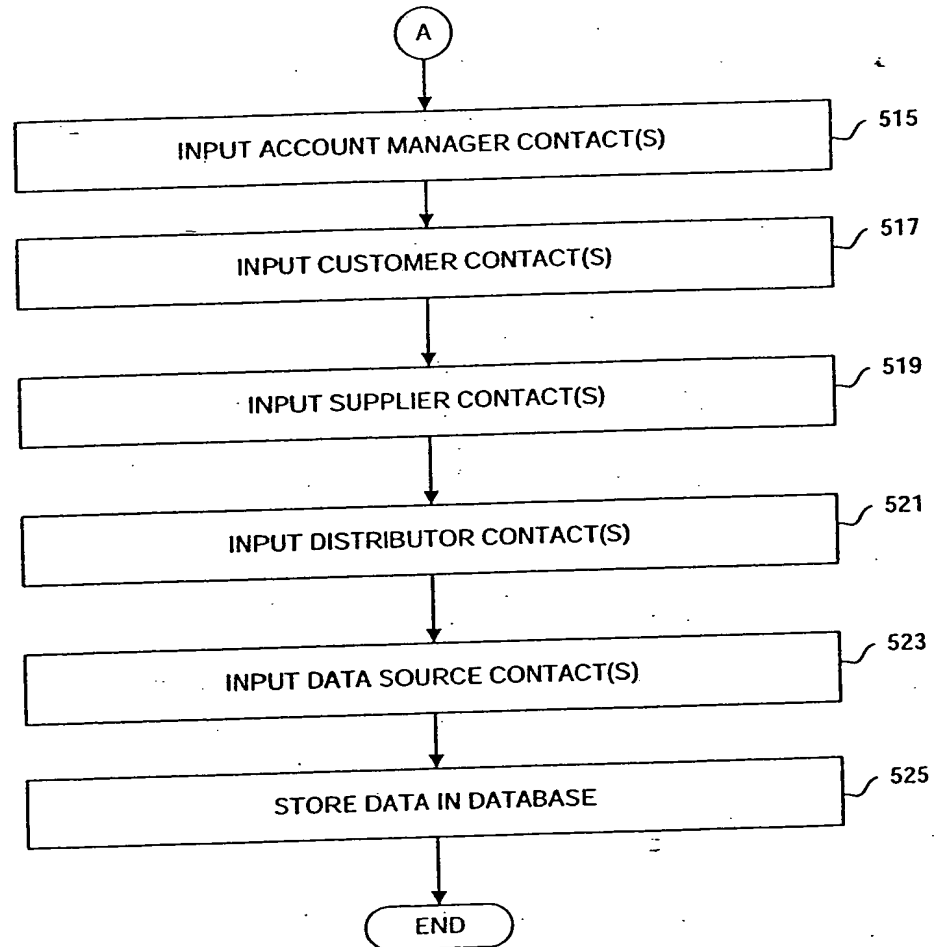


FIGURE 4.B
CONTRACT-DESIGNATED TRANSACTION

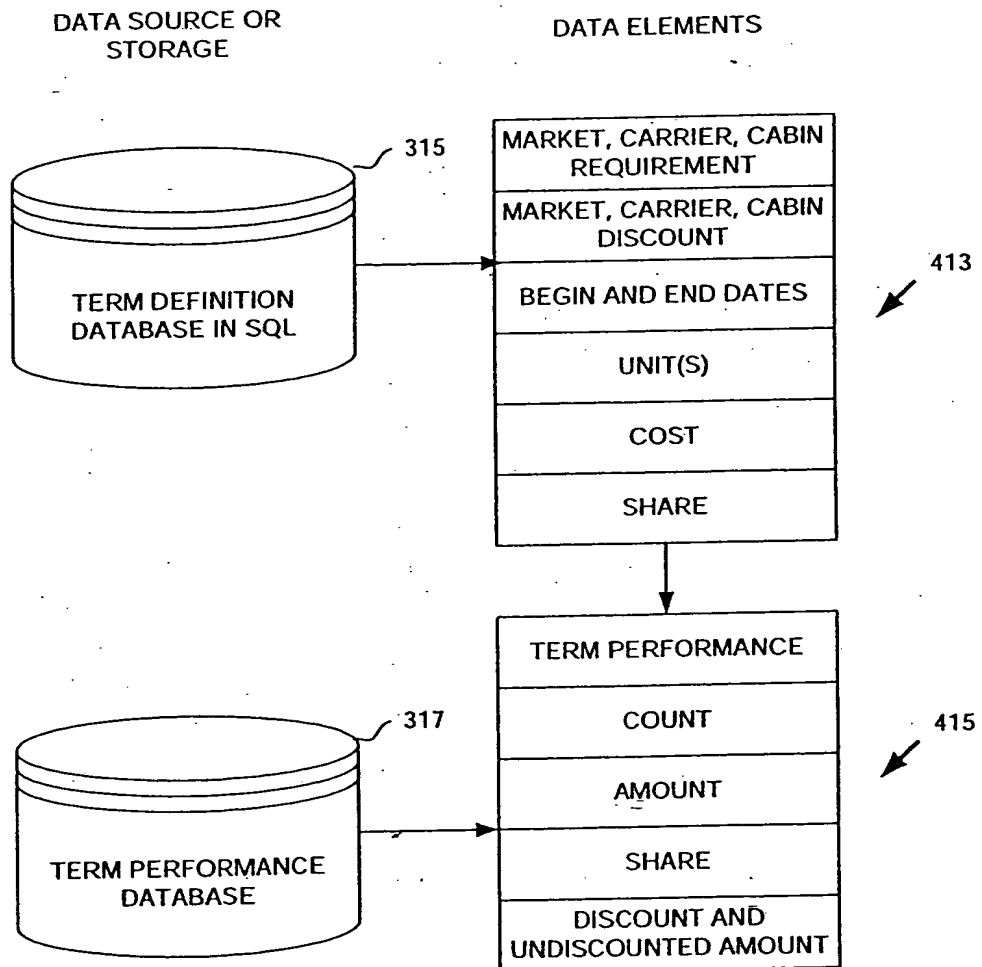


FIGURE 6:
ESTABLISH CONTRACT AND TERM RULES

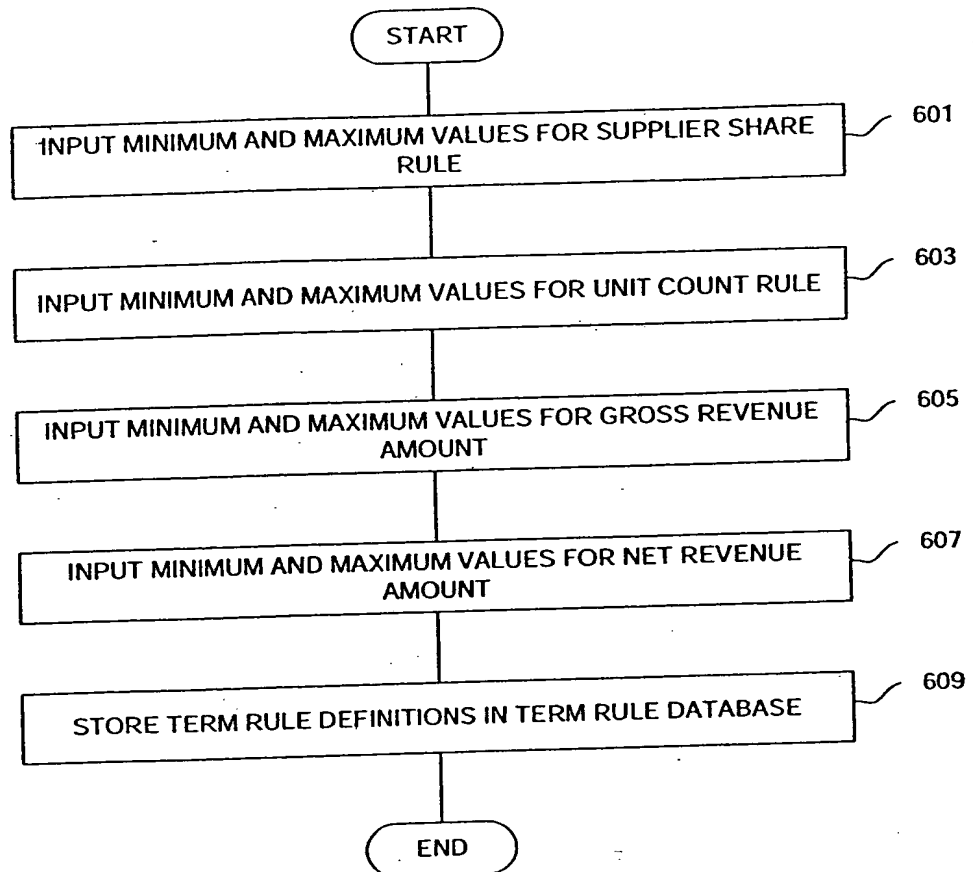


FIGURE 7.A
NORMALIZE DATA INTO STANDARD TRANSACTION FORMAT

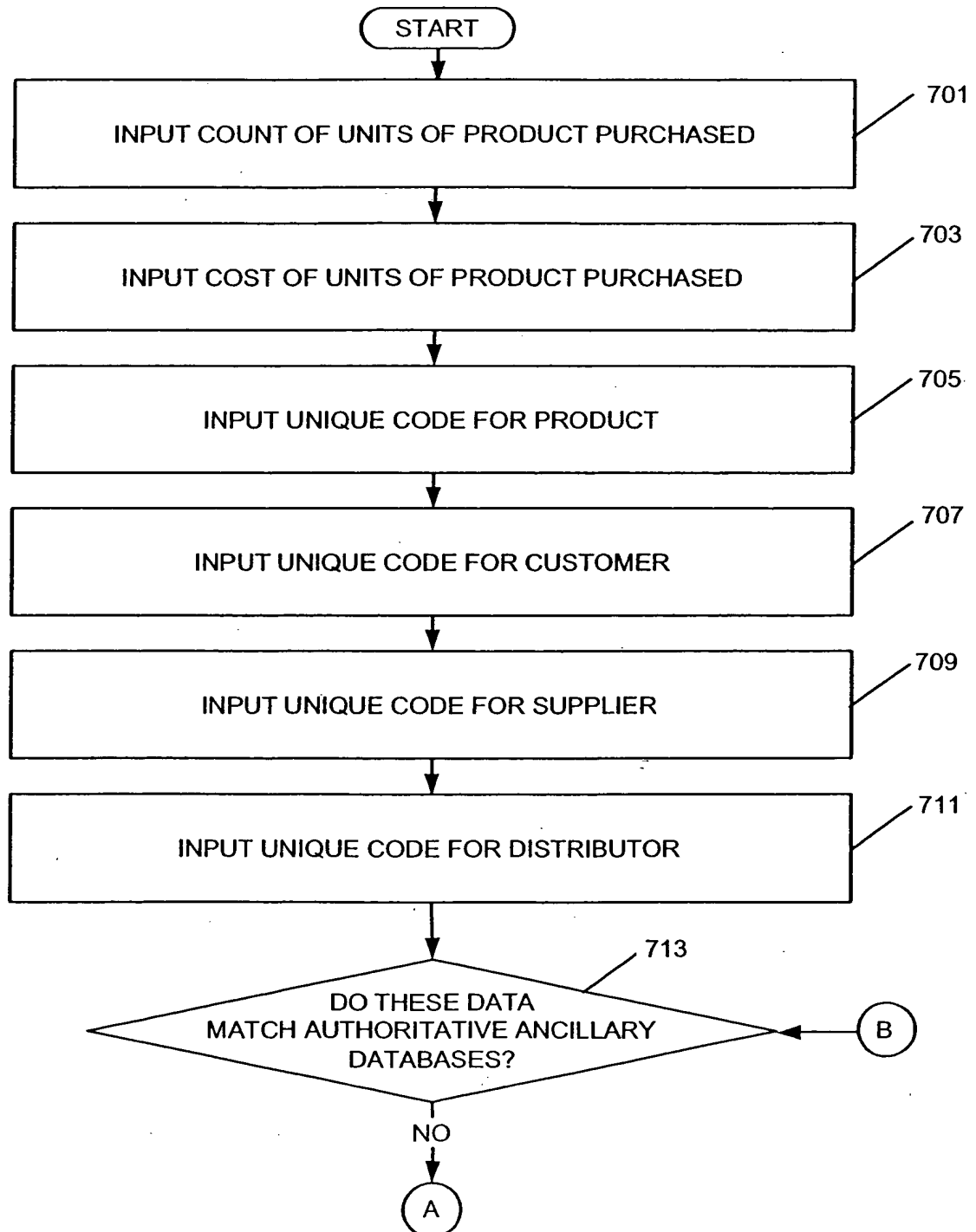


FIGURE 7.B:
NORMALIZE DATA INTO STANDARD TRANSACTION FORMAT

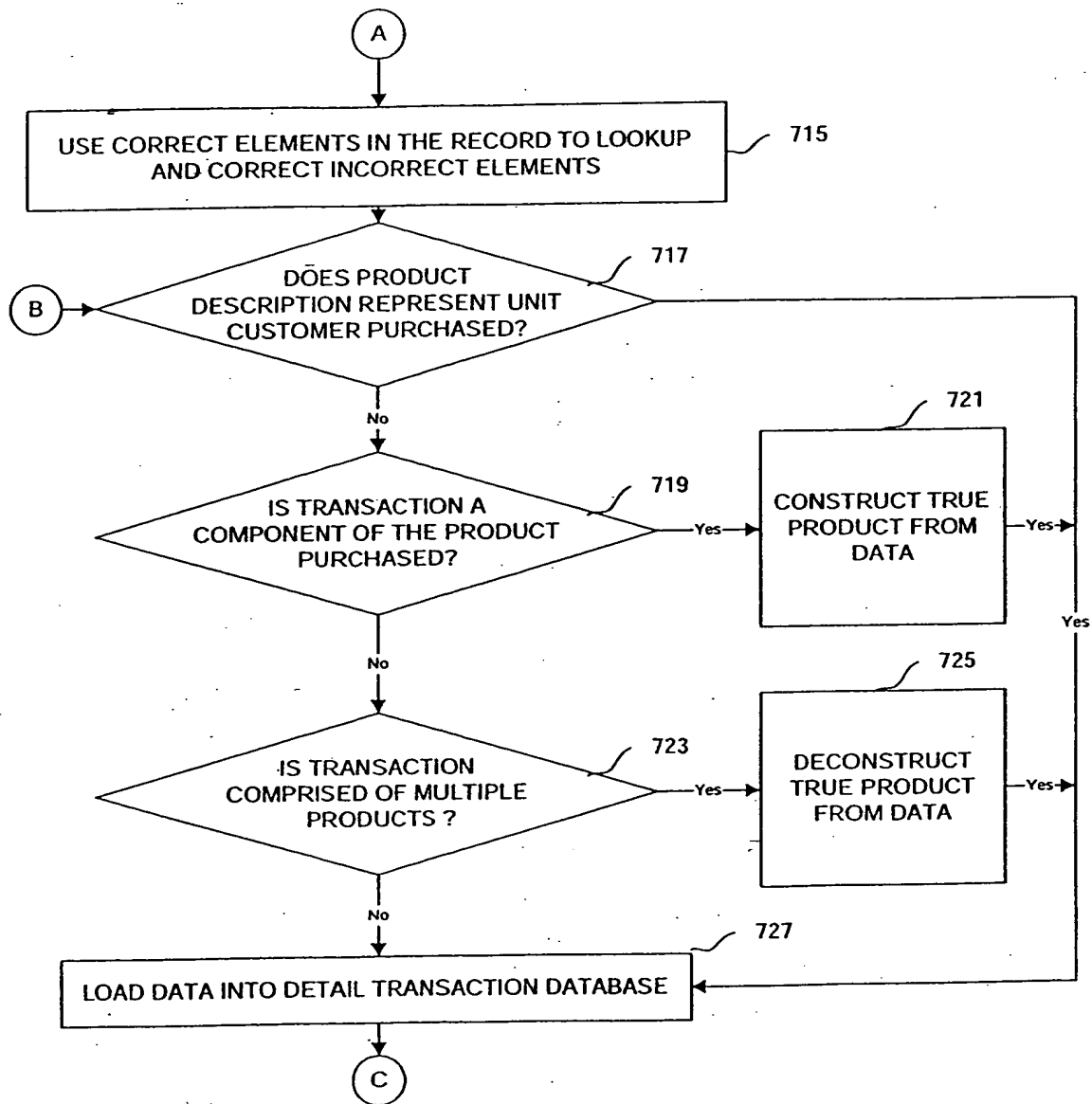


FIGURE 7.C:
NORMALIZE DATA INTO STANDARD TRANSACTION FORMAT

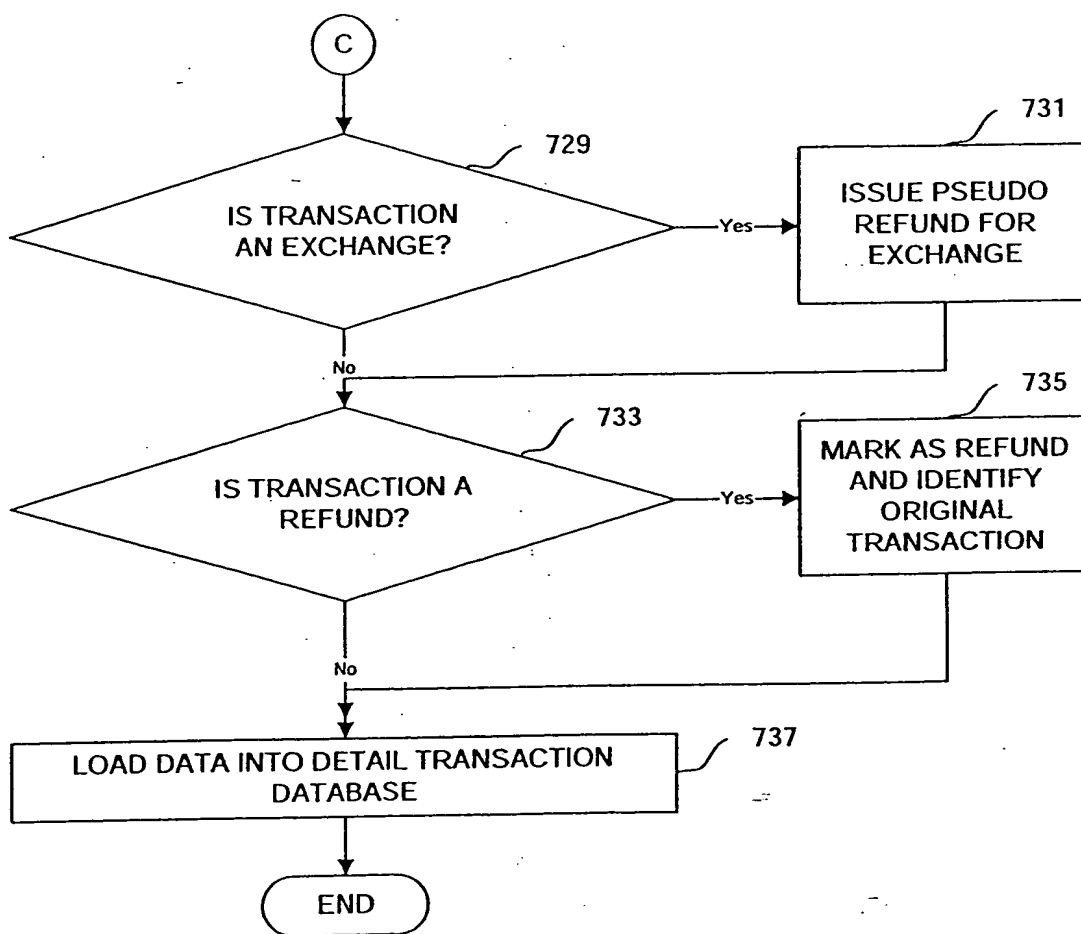


FIGURE 8.A
DEFINE CONTRACT AND PERFORMANCE TERMS

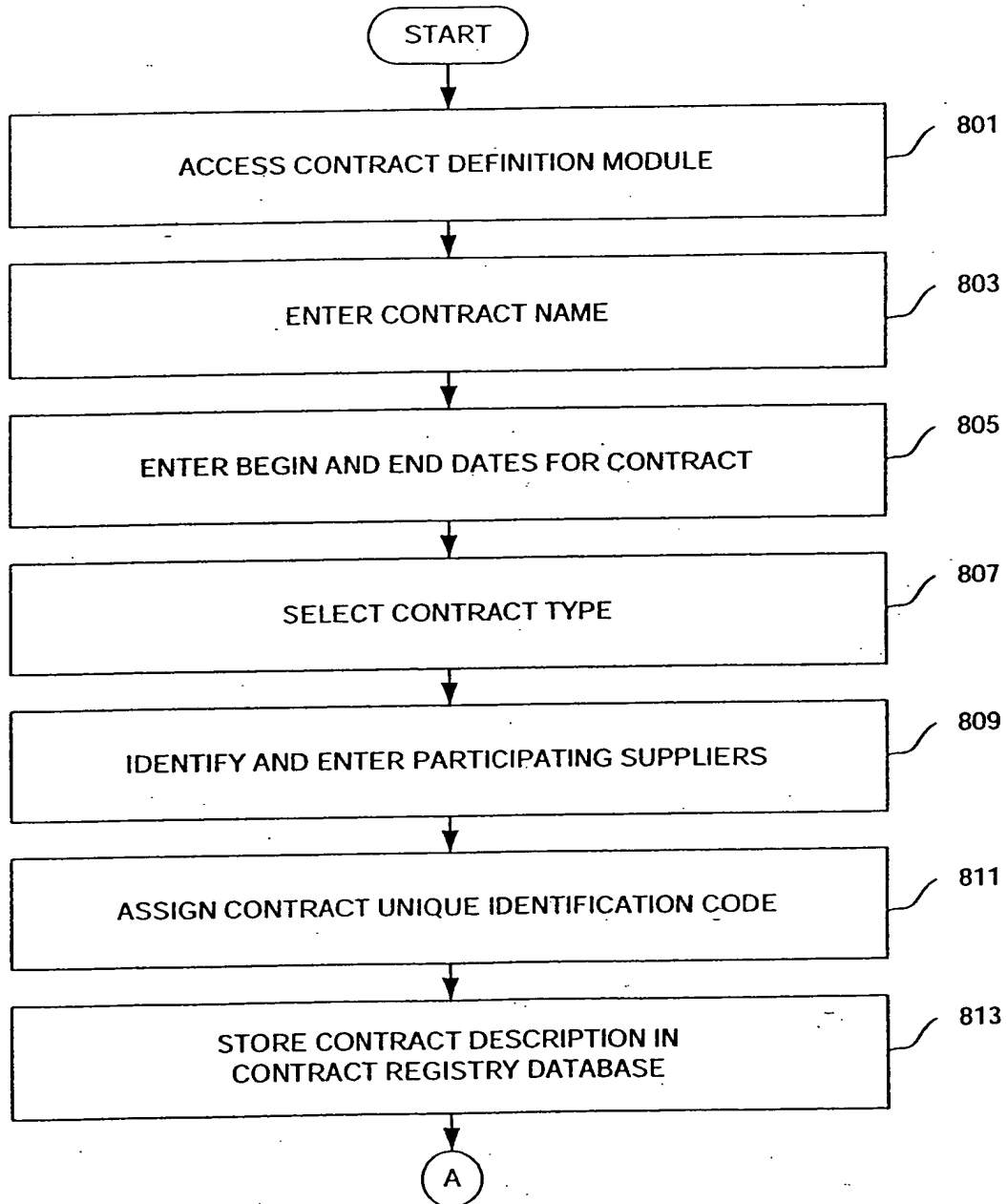


FIGURE 8.B
DEFINE CONTRACT AND PERFORMANCE TERMS

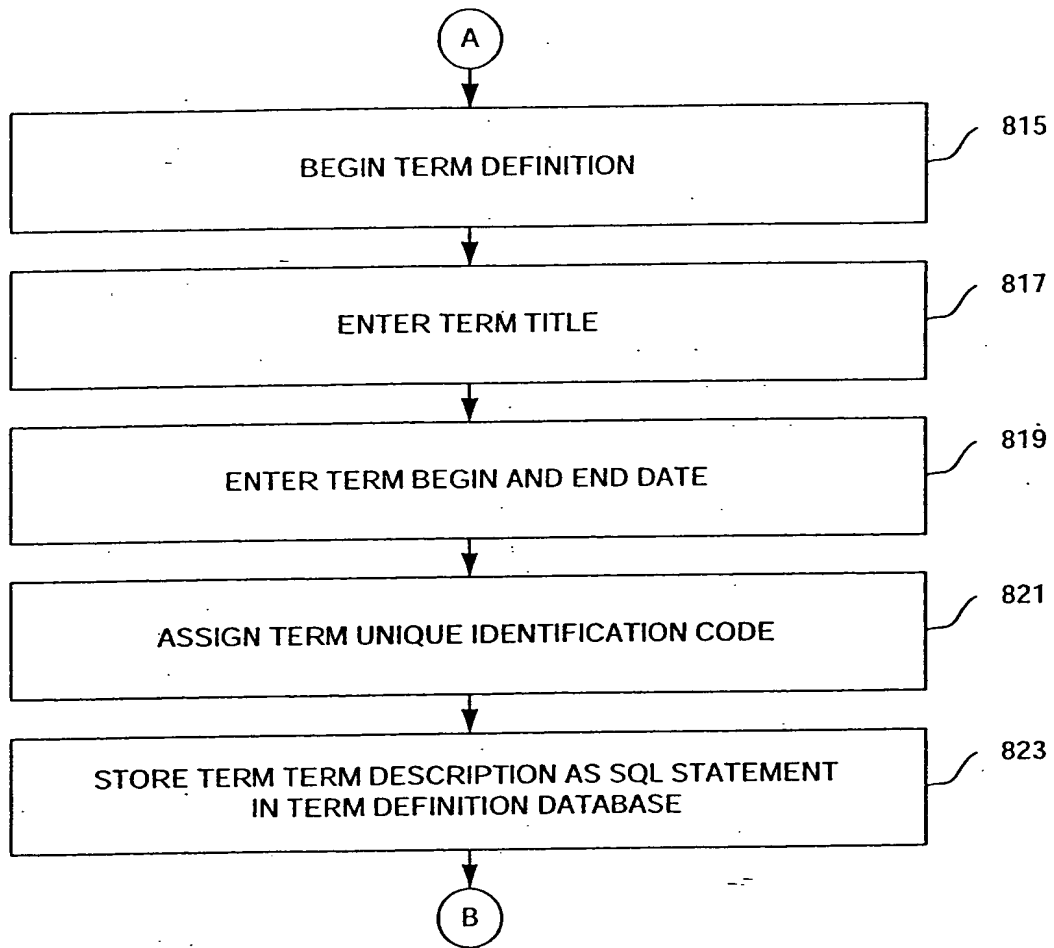


FIGURE 8.C
DEFINE CONTRACT AND PERFORMANCE TERMS

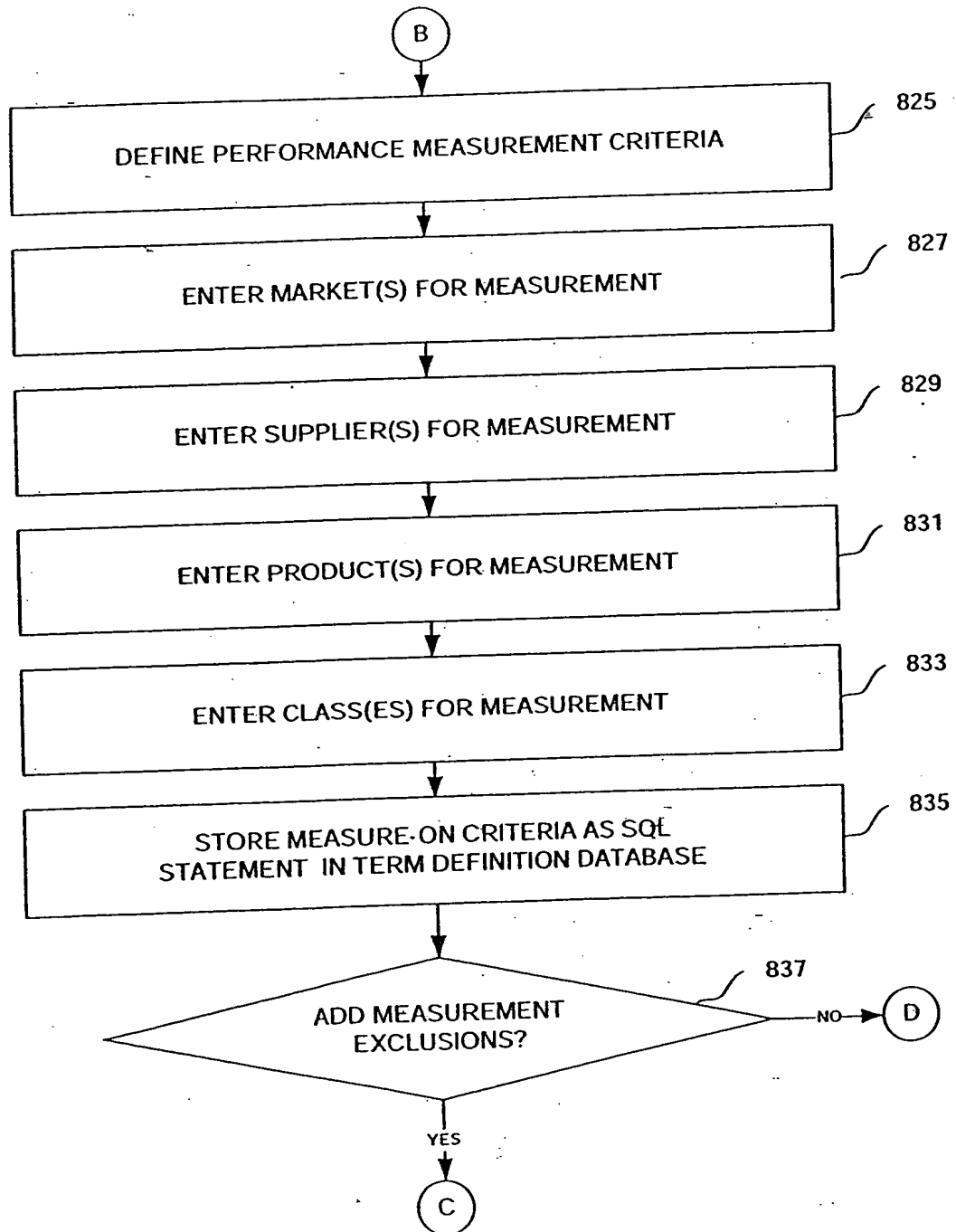


FIGURE 8.D
DEFINE CONTRACT AND PERFORMANCE TERMS

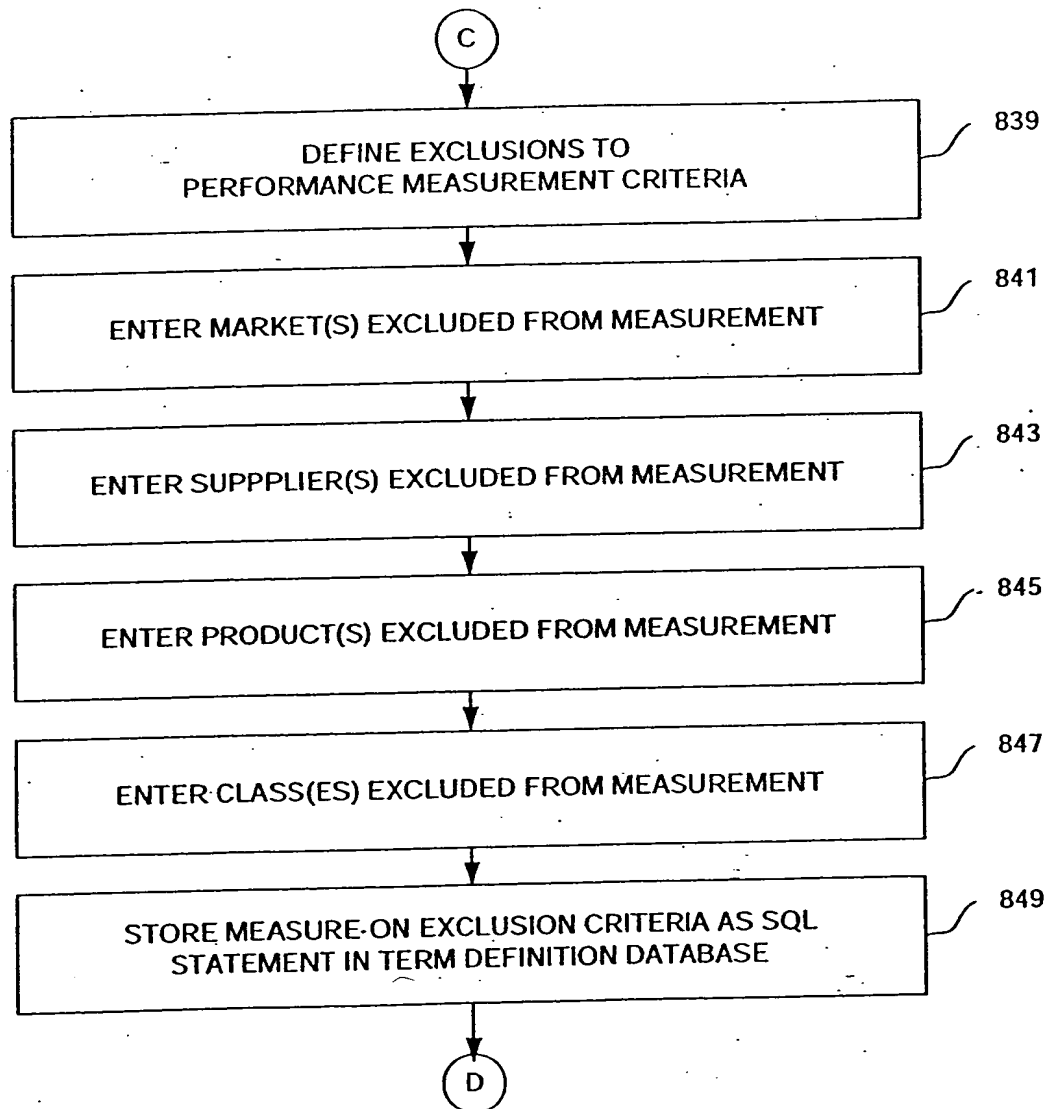


FIGURE 8.E
DEFINE CONTRACT AND PERFORMANCE TERMS

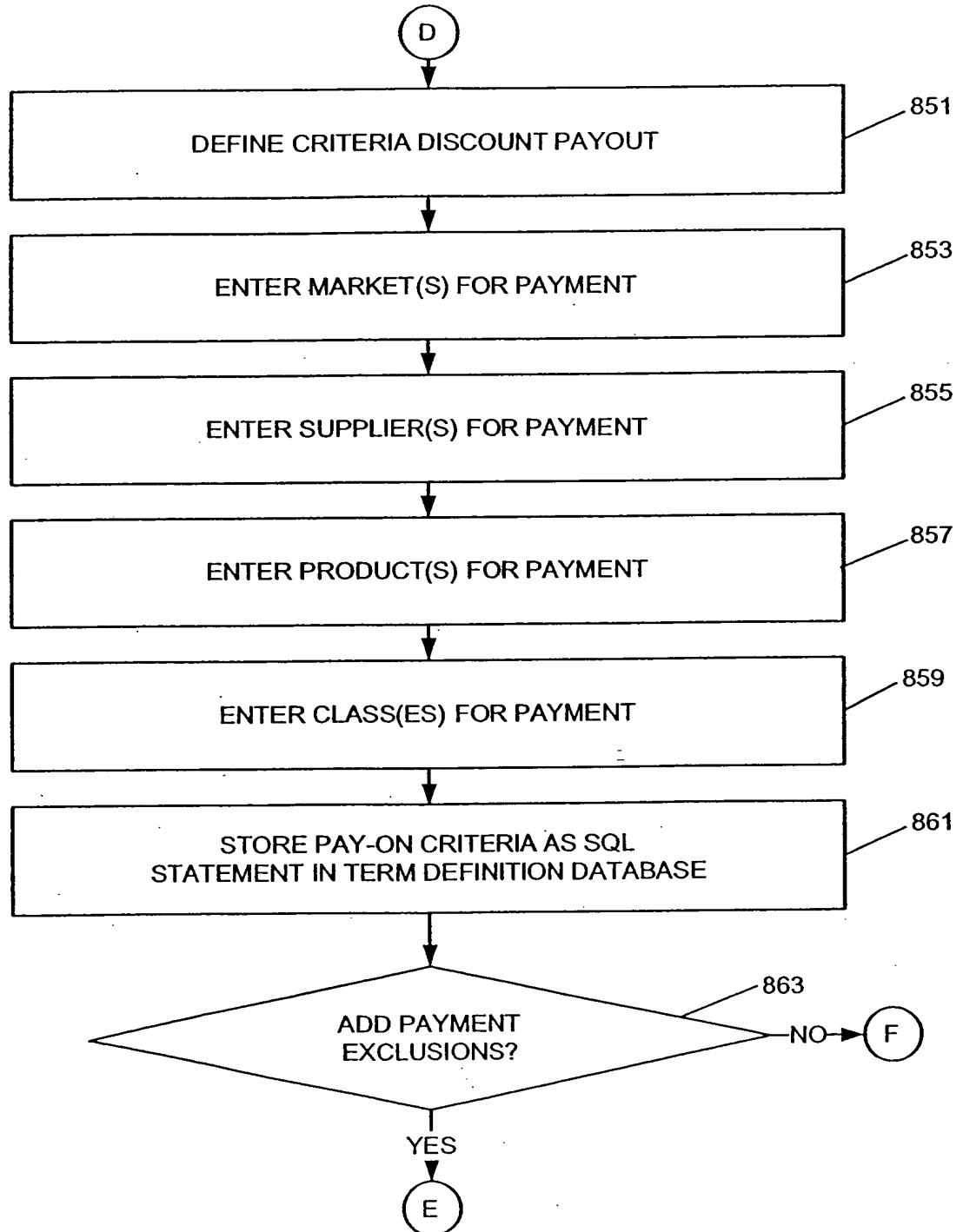


FIGURE 8.F
DEFINE CONTRACT AND PERFORMANCE TERMS

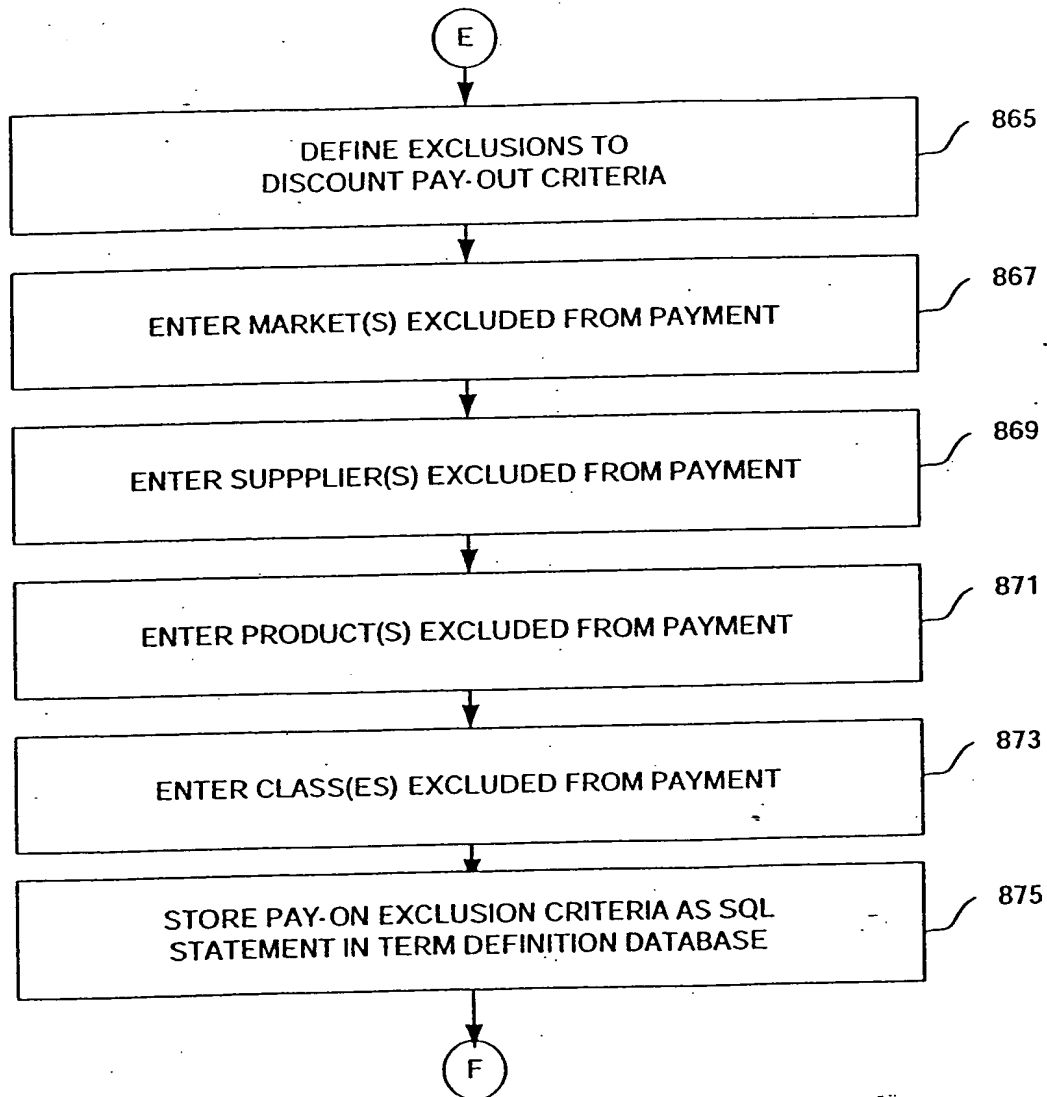


FIGURE 8.G
DEFINE CONTRACT AND PERFORMANCE TERMS

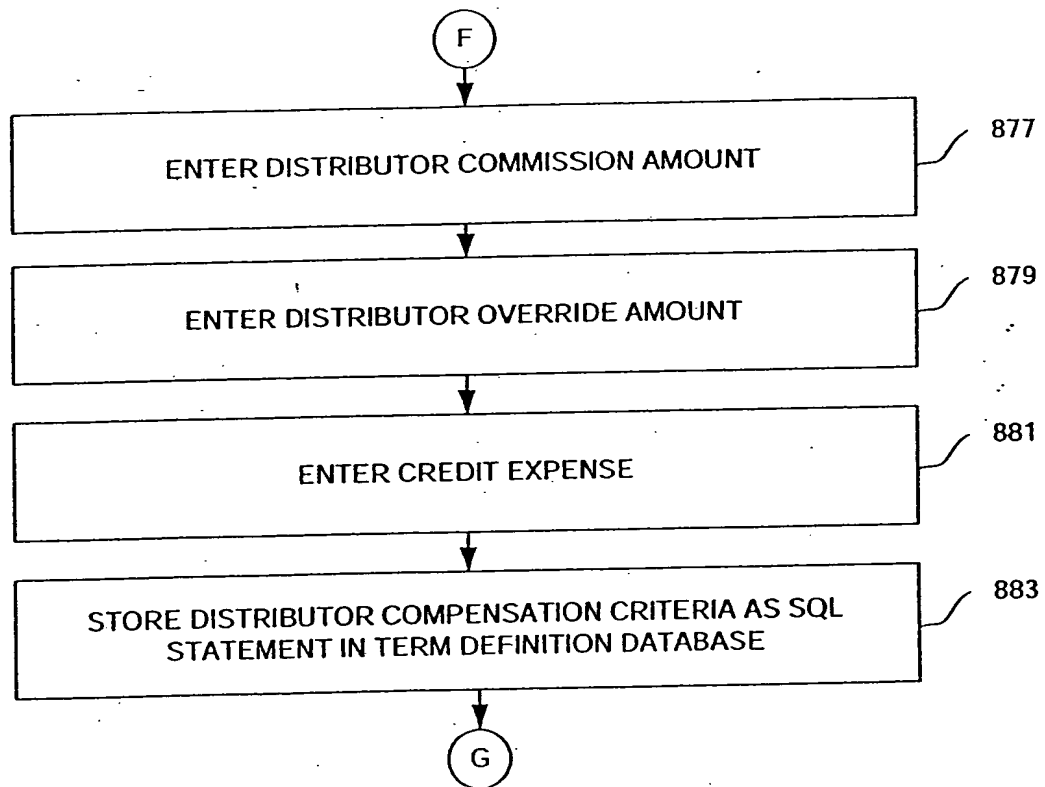


FIGURE 8.H
DEFINE CONTRACT AND PERFORMANCE TERMS

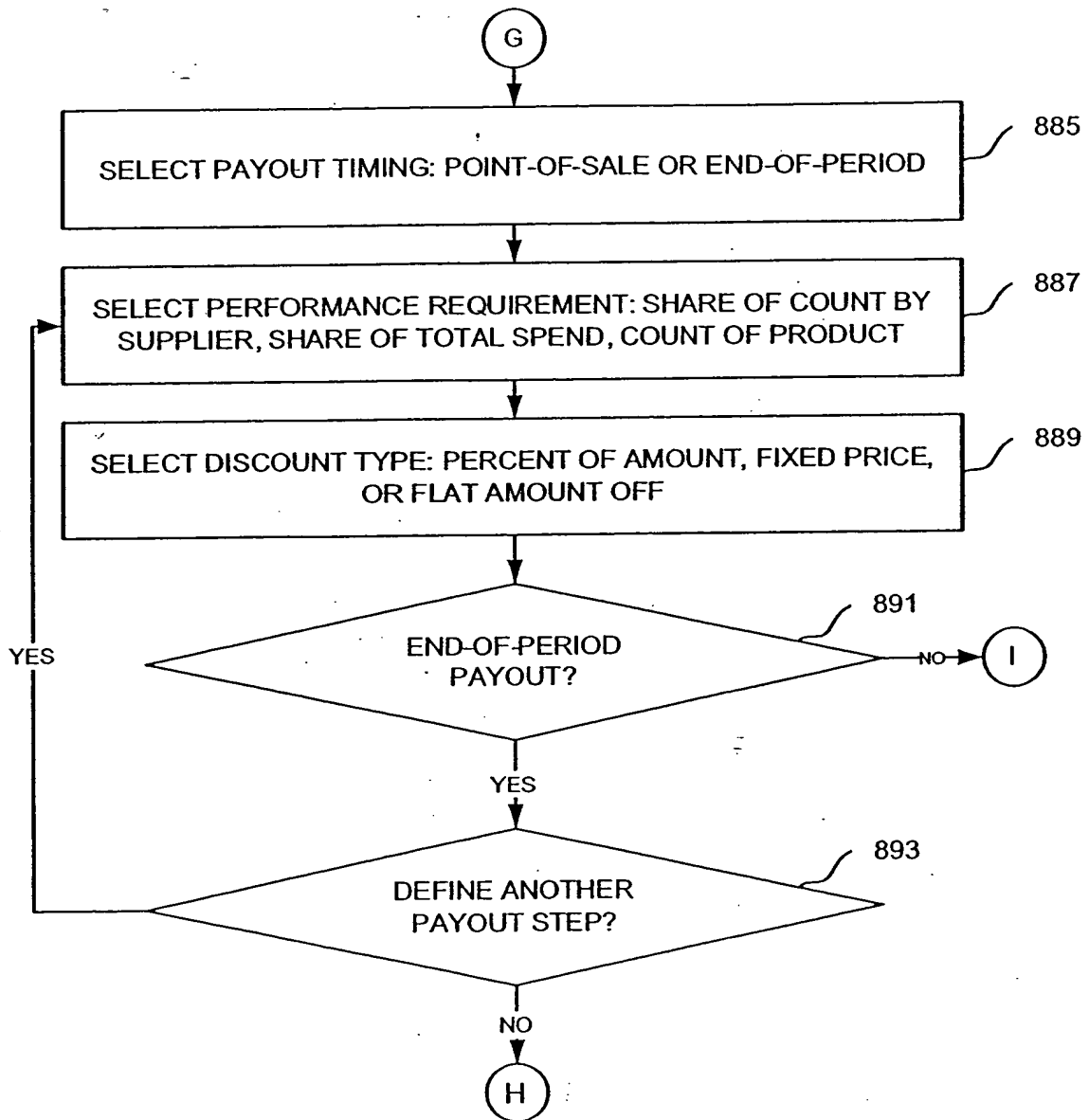
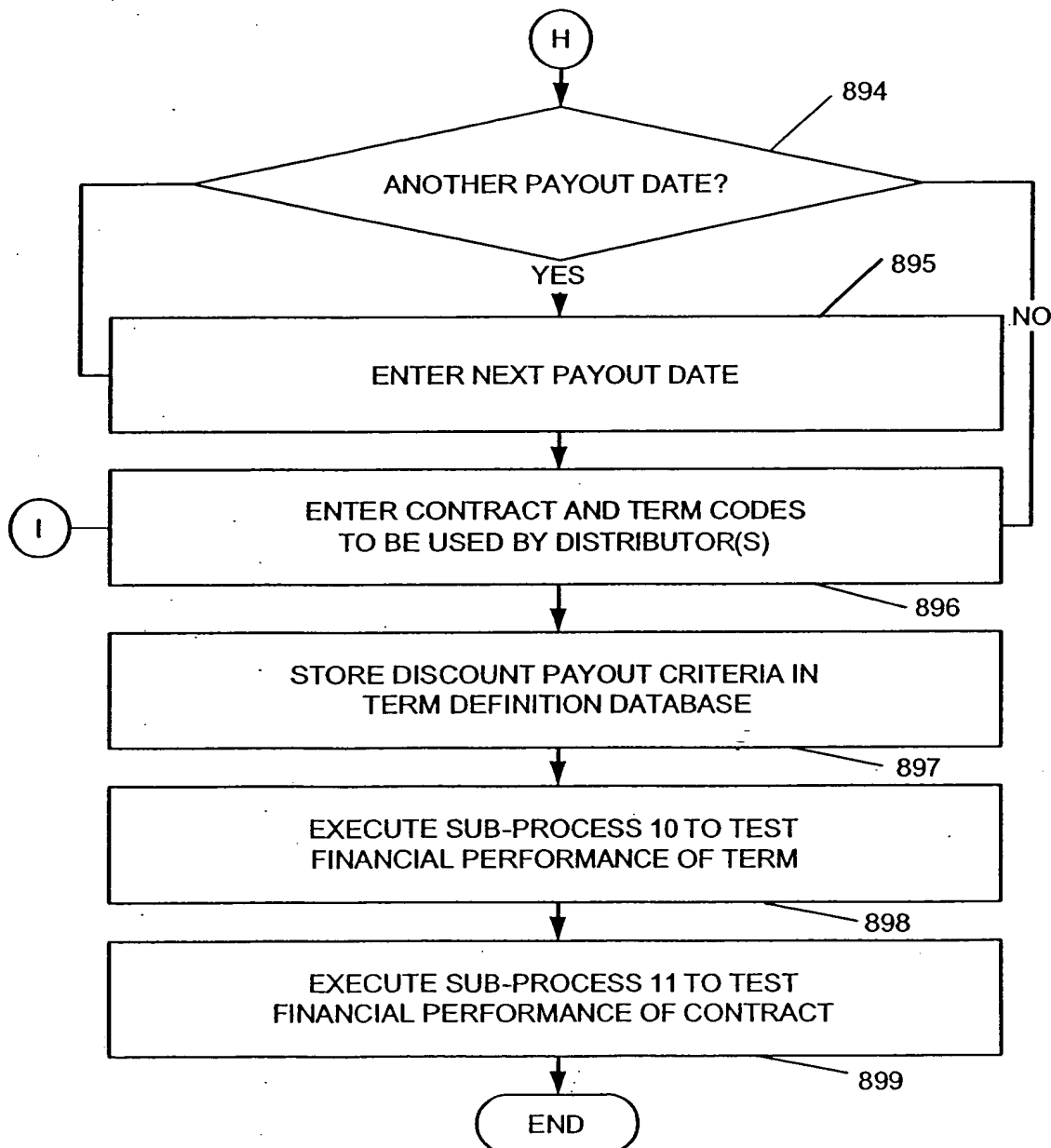


FIGURE 8.1
DEFINE CONTRACT AND PERFORMANCE TERMS



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FIGURE 9.A
MARK DETAILED TRANSACTIONS WITH
CUSTOMER, CONTRACT, AND TERM CODES

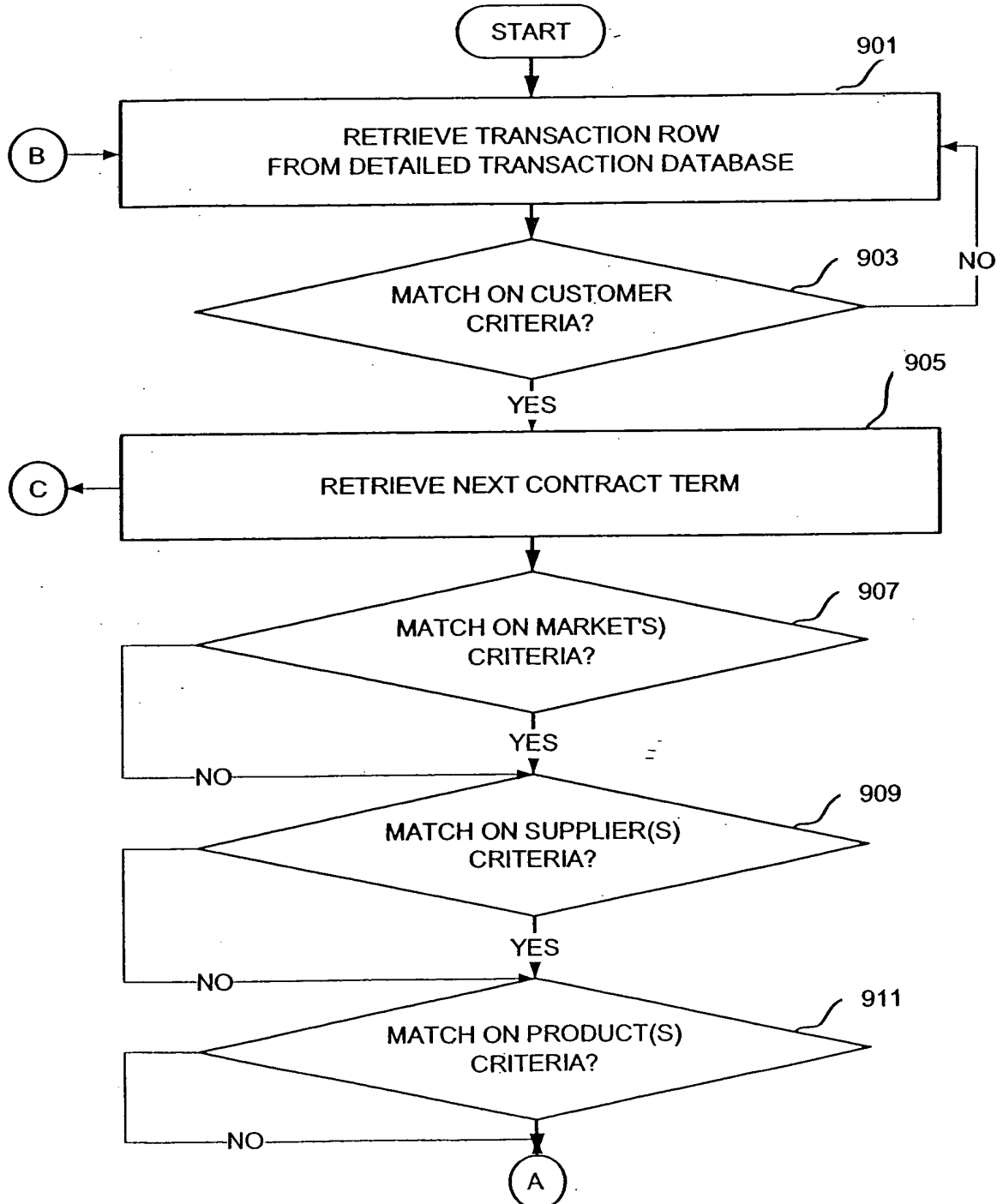


FIGURE 9.B
MARK DETAILED TRANSACTIONS WITH
CUSTOMER, CONTRACT, AND TERM CODES

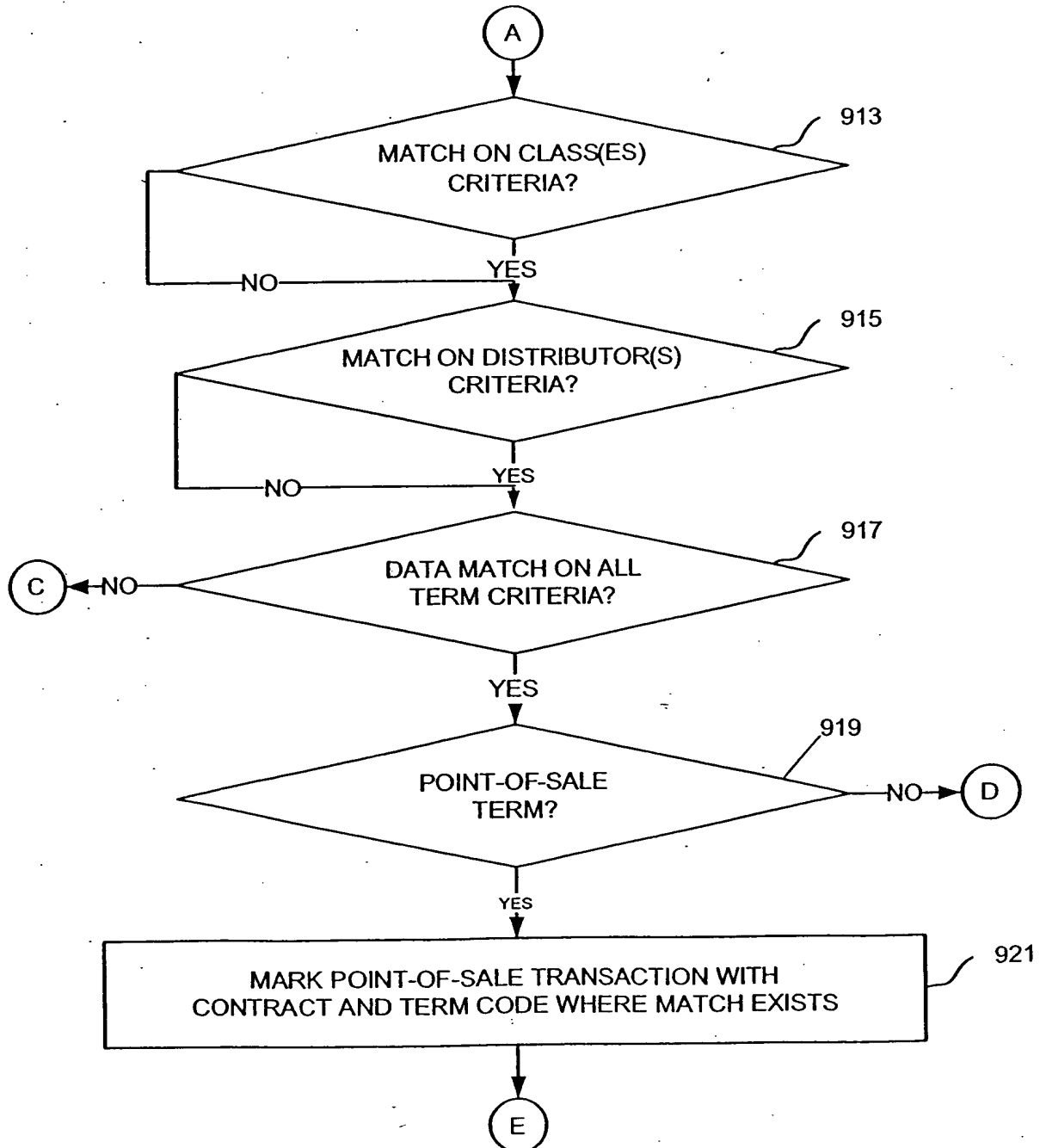


FIGURE 9.C
MARK DETAILED TRANSACTIONS WITH
CUSTOMER, CONTRACT, AND TERM CODES

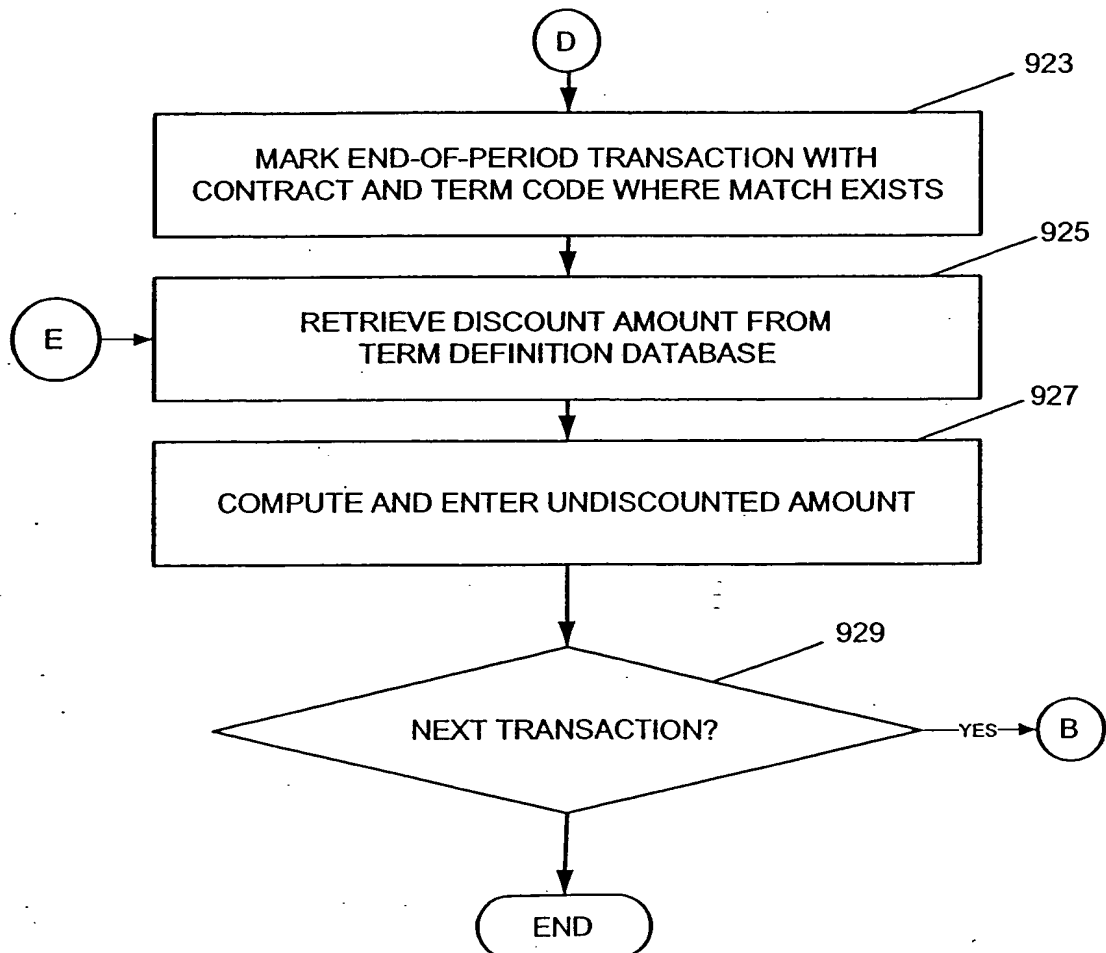


FIGURE 10.A
CREATE TRANSACTION SUMMARY DATABASE

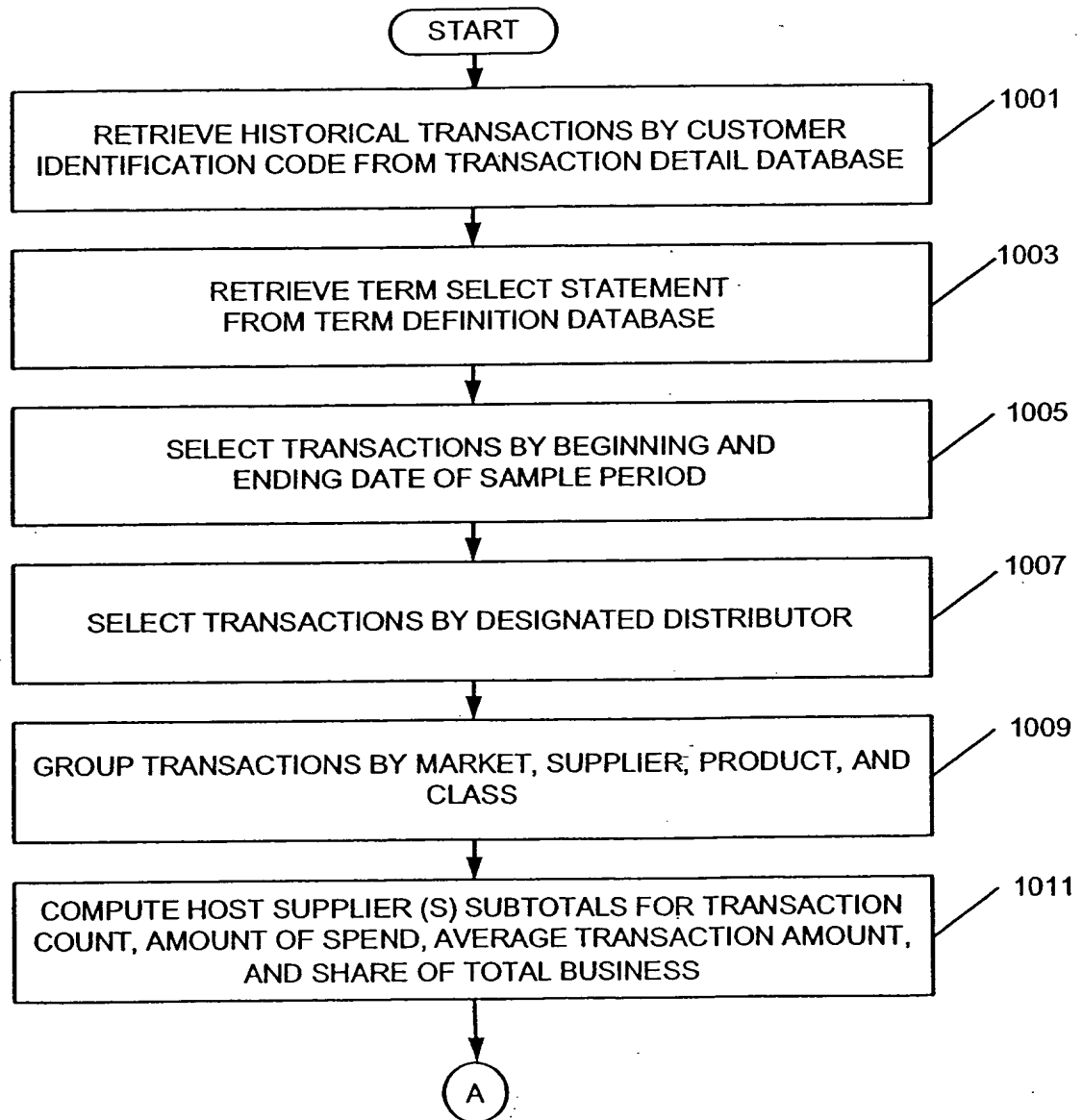


FIGURE 10.B:
CREATE TRANSACTION SUMMARY DATABASE

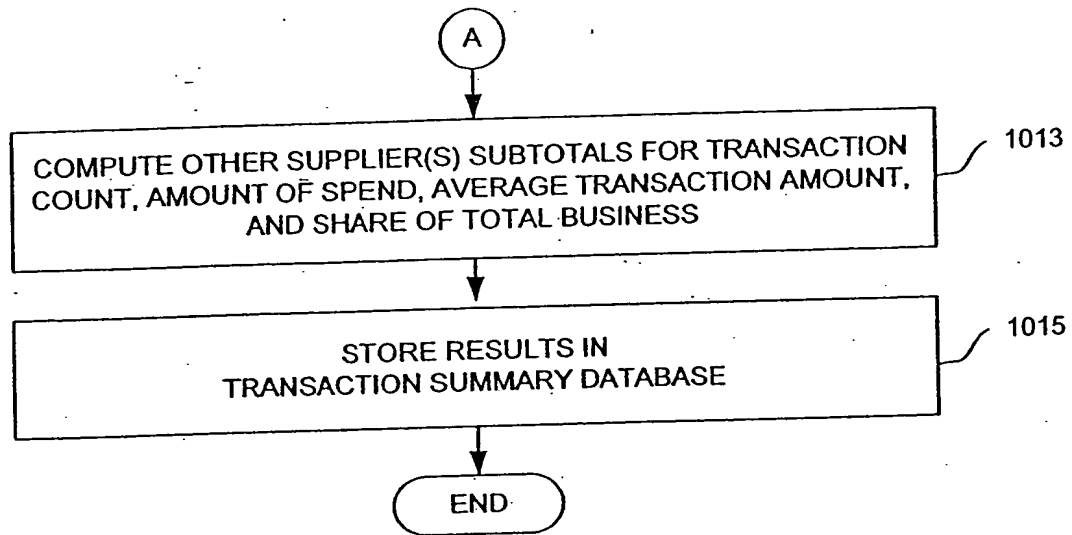


FIGURE 11.A
FORECAST TERM PERFORMANCE

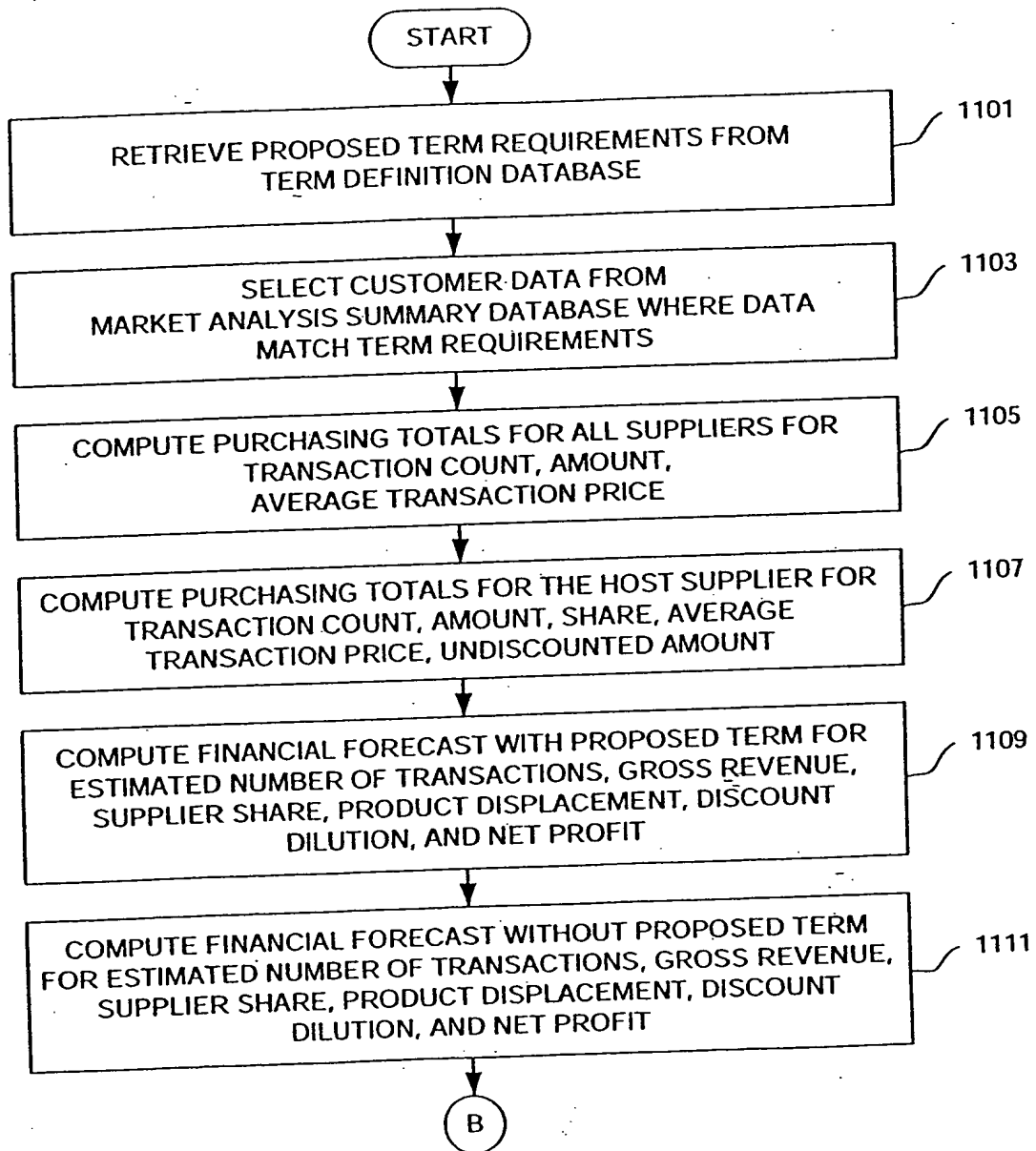


FIGURE 11.B
FORECAST TERM PERFORMANCE

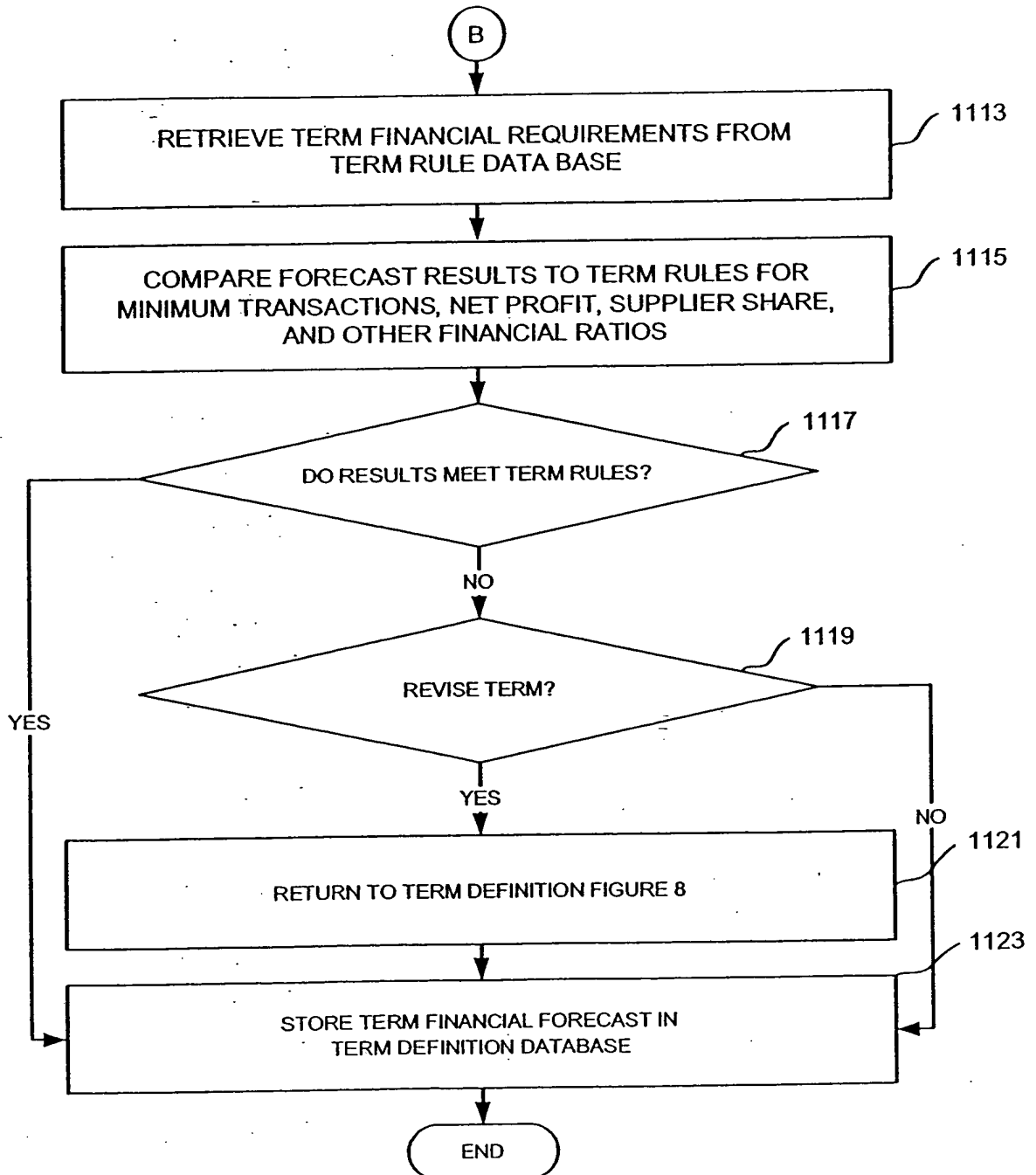


FIGURE 12.A
FORECAST CONTRACT PERFORMANCE

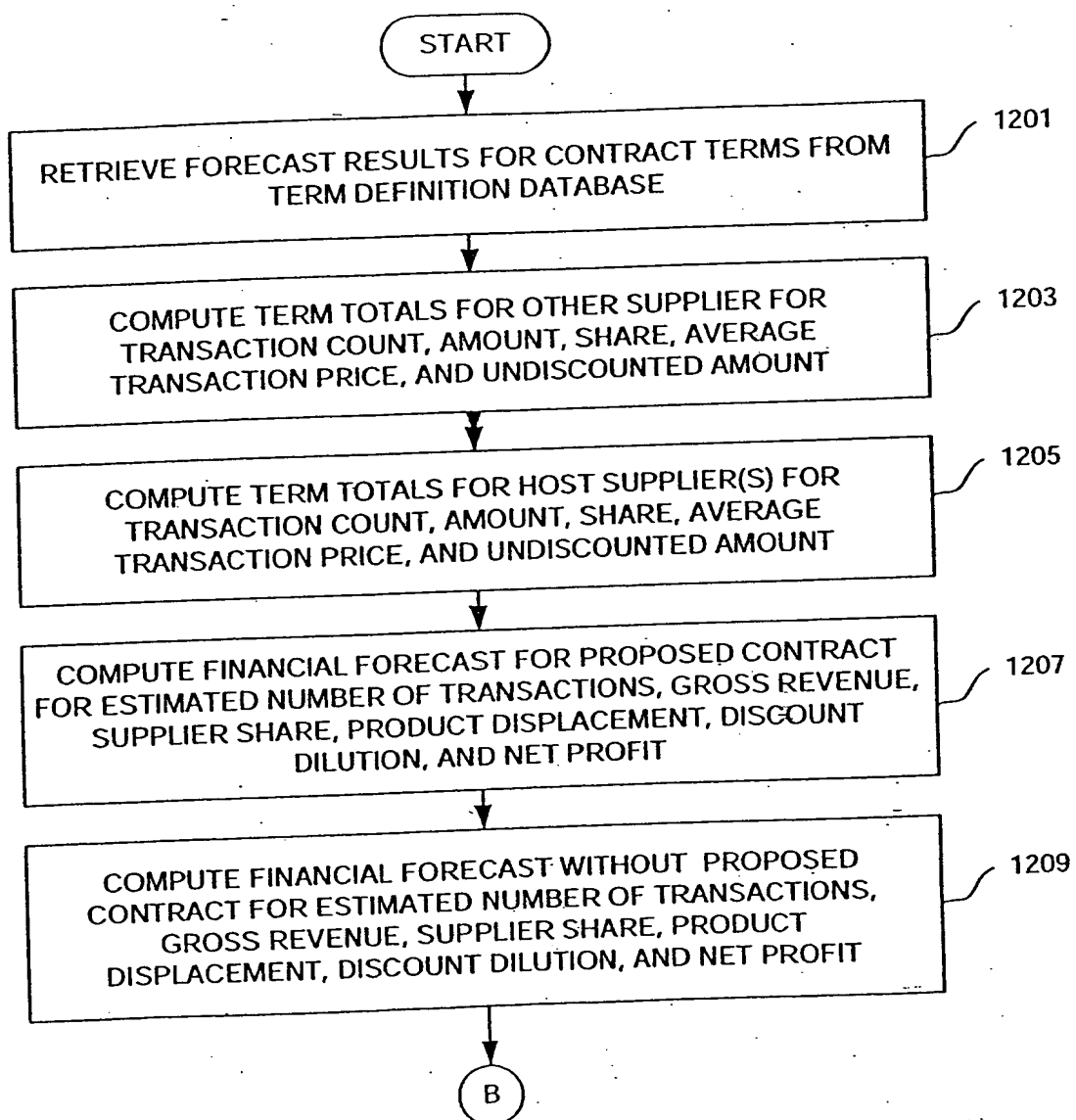


FIGURE 12.B
FORECAST CONTRACT PERFORMANCE

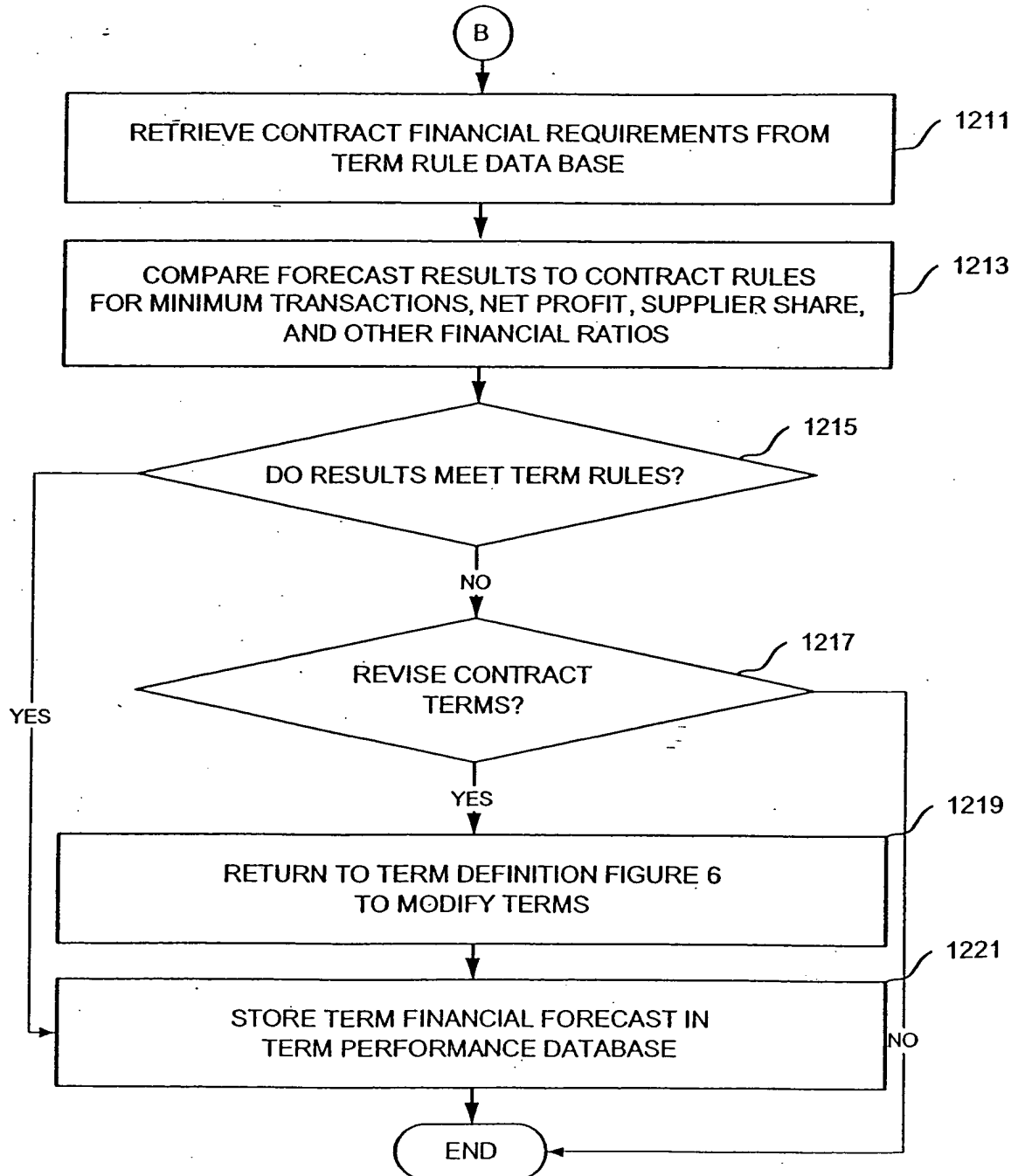


FIGURE 13
PRODUCE AND DISTRIBUTE CONTRACTS AND TERMS

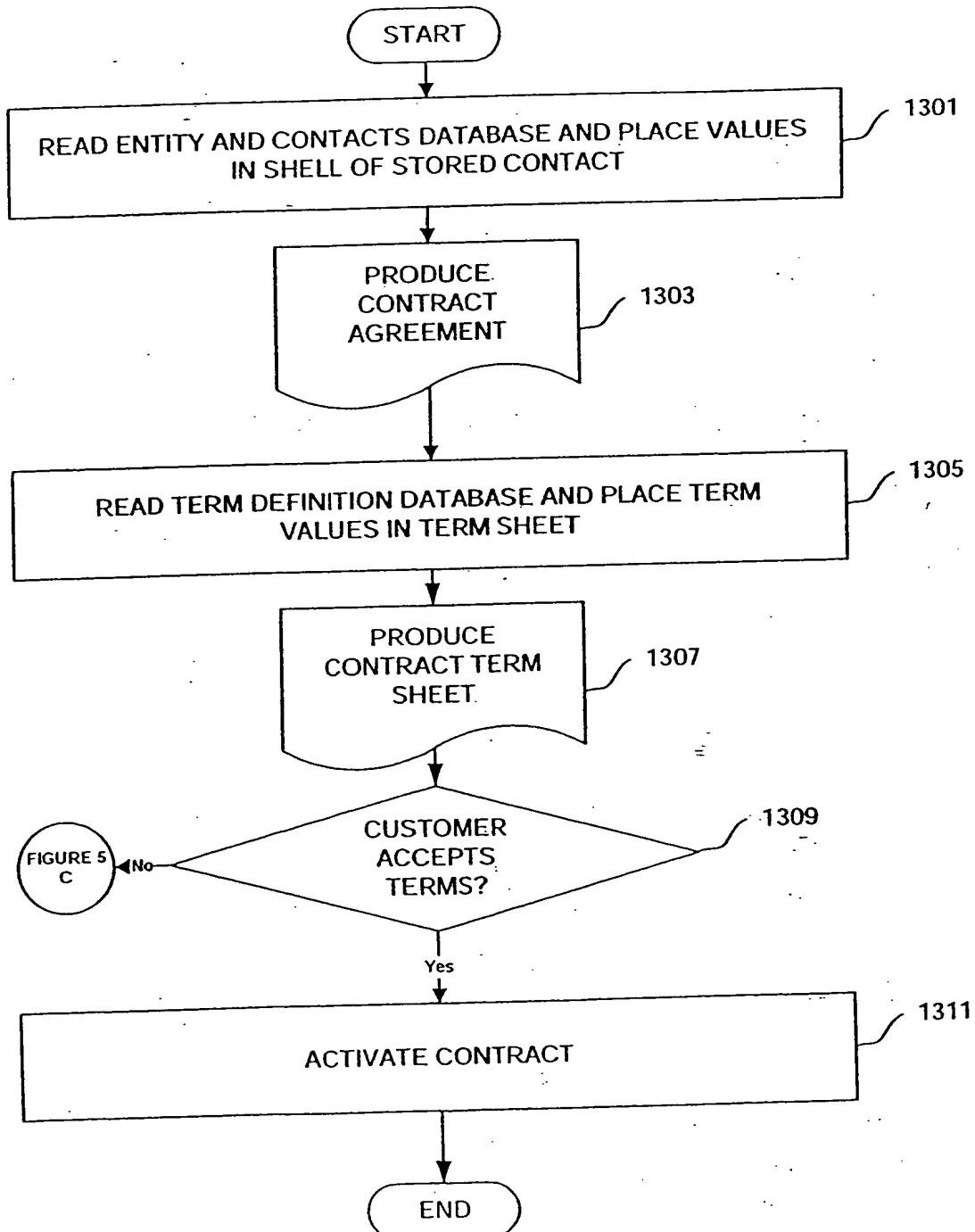


FIGURE 14.A
AUDIT DISCOUNTED TRANSACTIONS

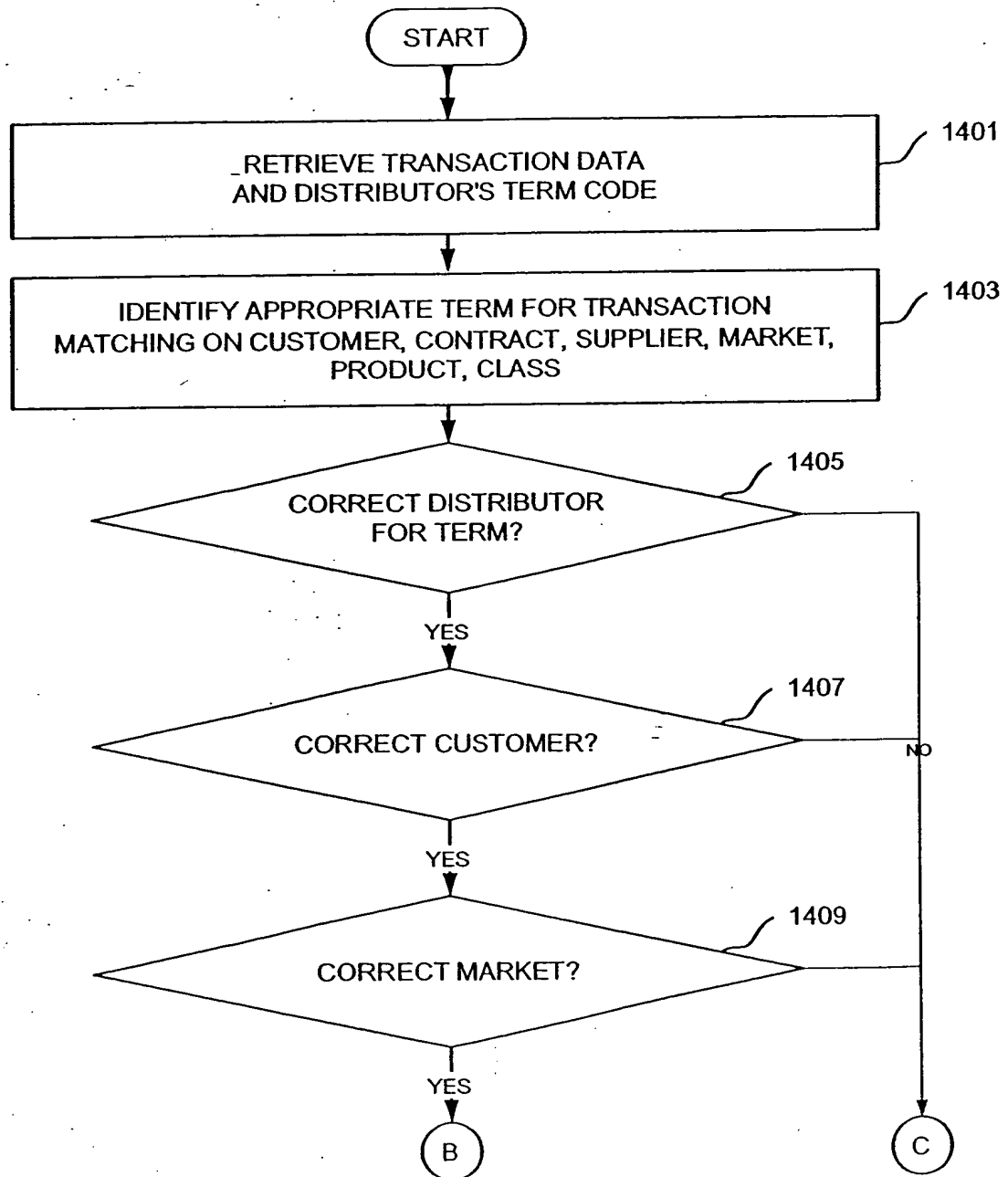


FIGURE 14.B
AUDIT DISCOUNTED TRANSACTIONS

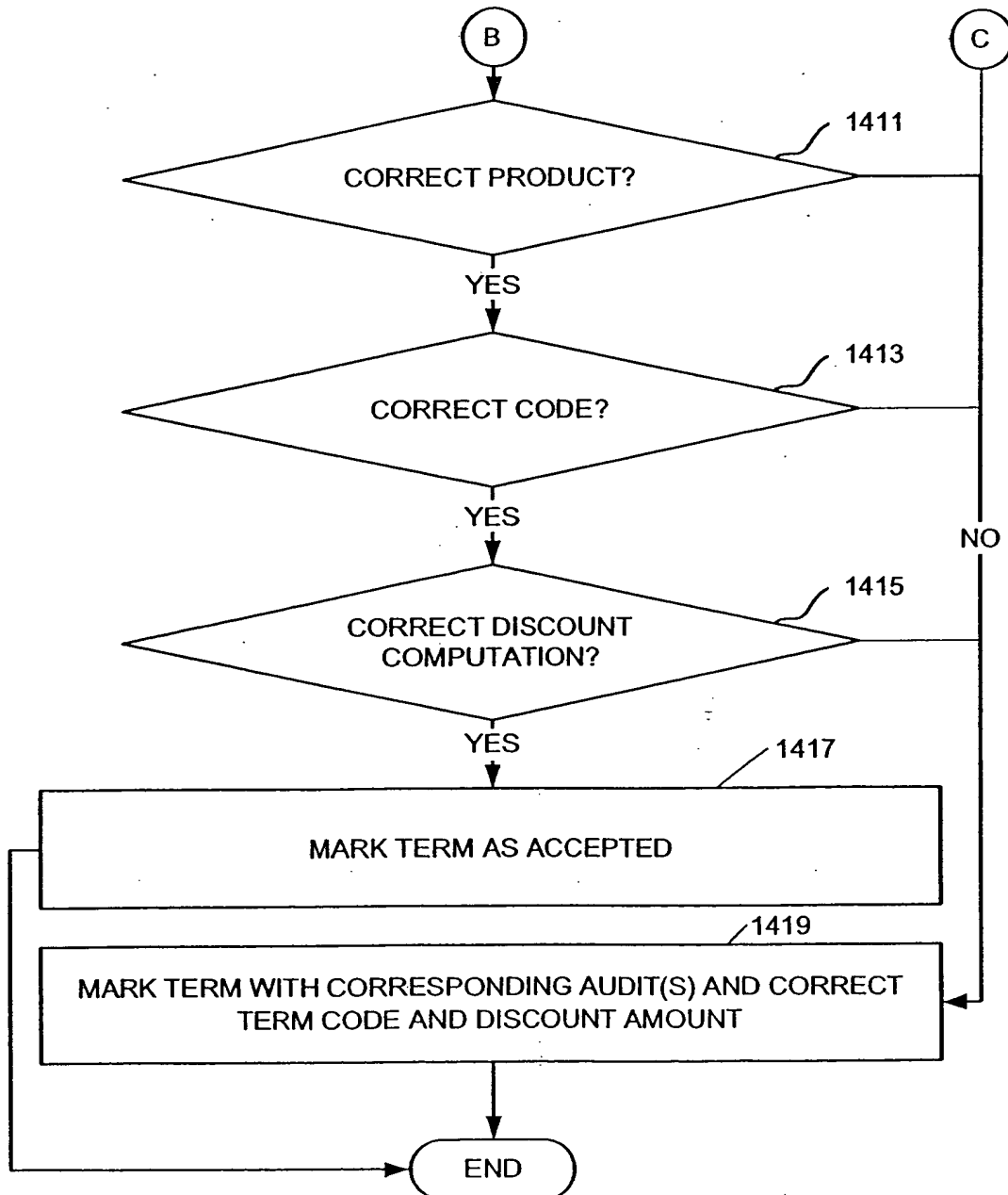


FIGURE 15A:
MEASURE ACTUAL CONTRACT PERFORMANCE

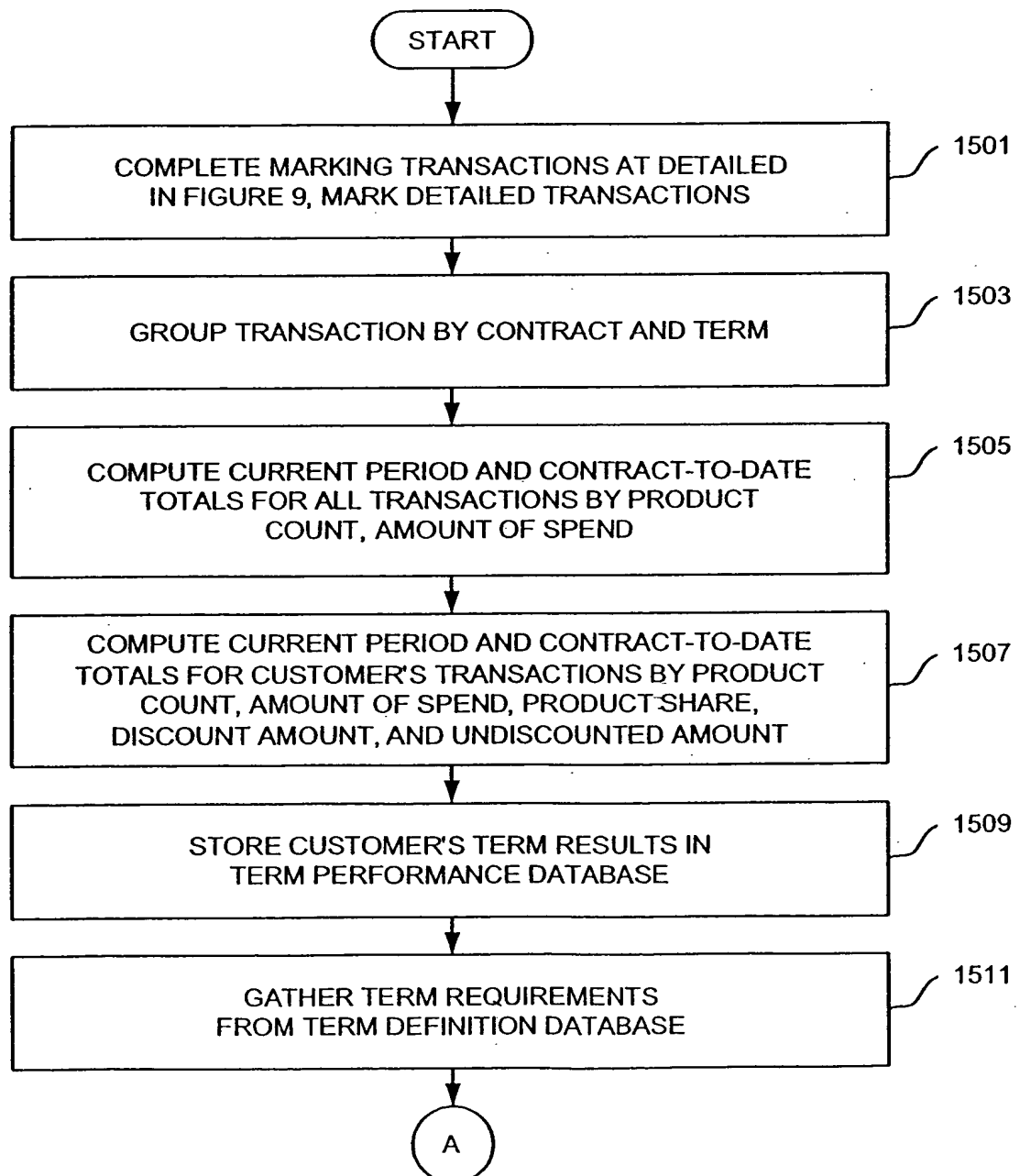


FIGURE 15B
MEASURE ACTUAL CONTRACT PERFORMANCE

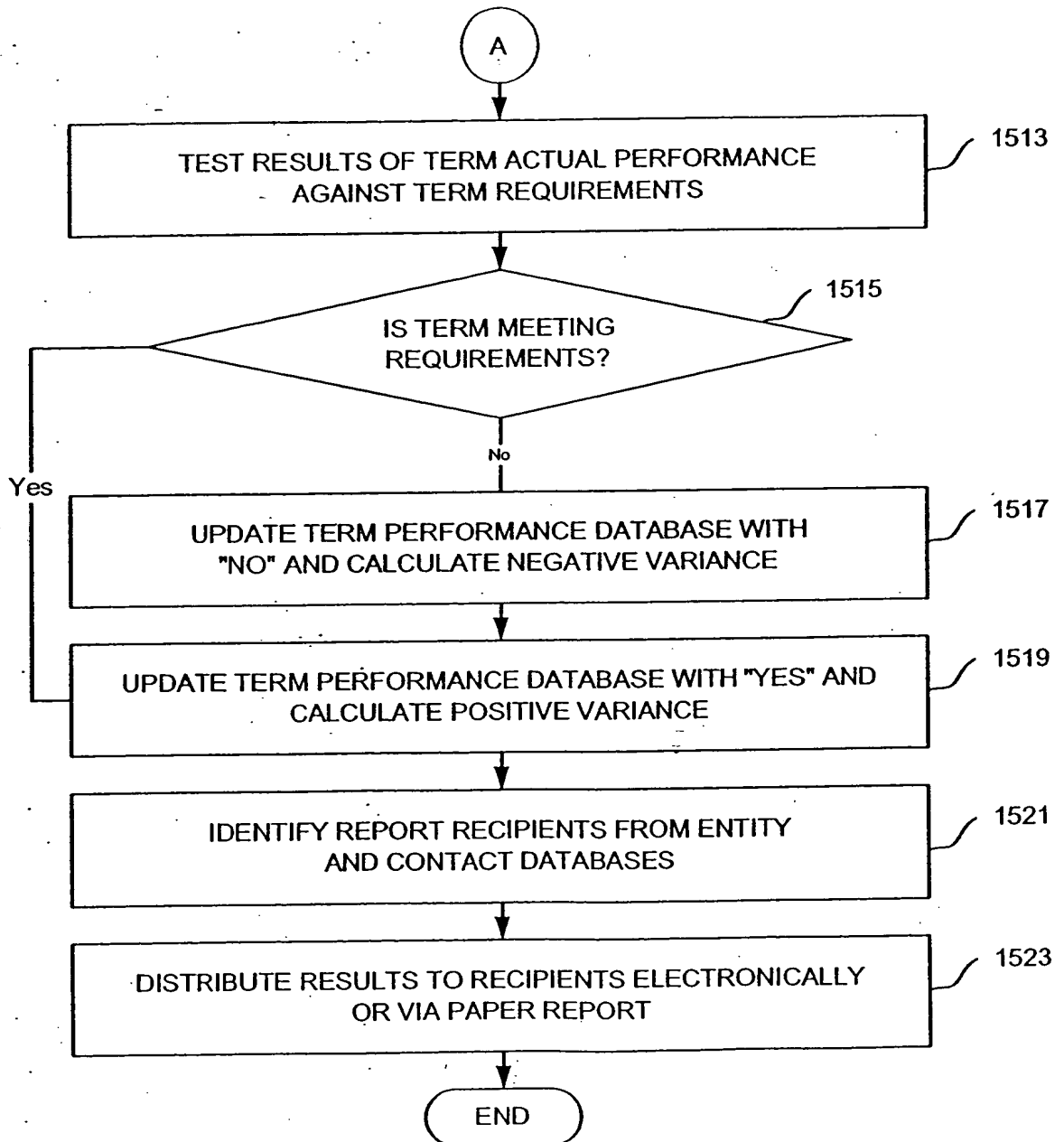


FIGURE 16:
RECONCILE TERM PERFORMANCE

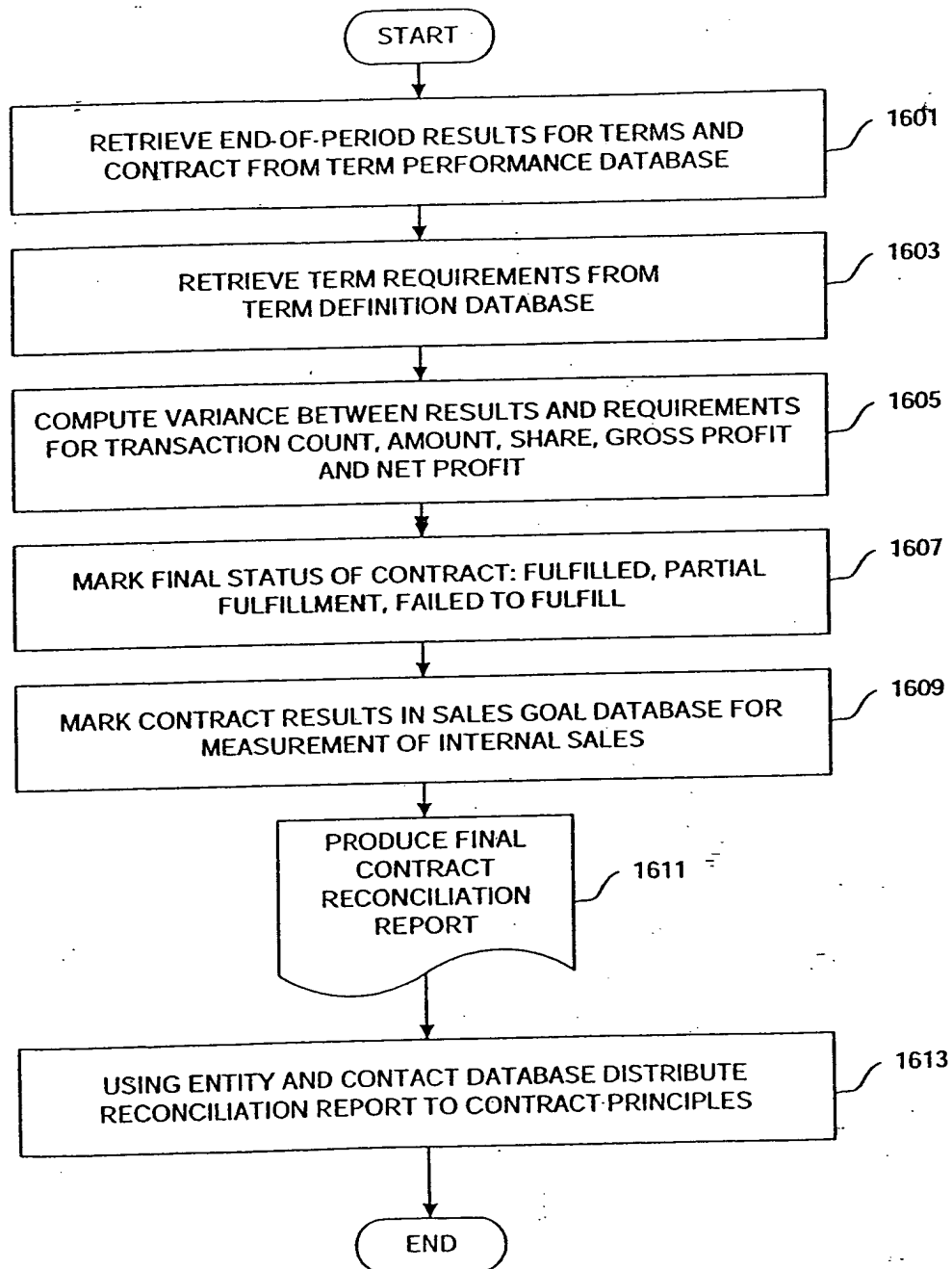


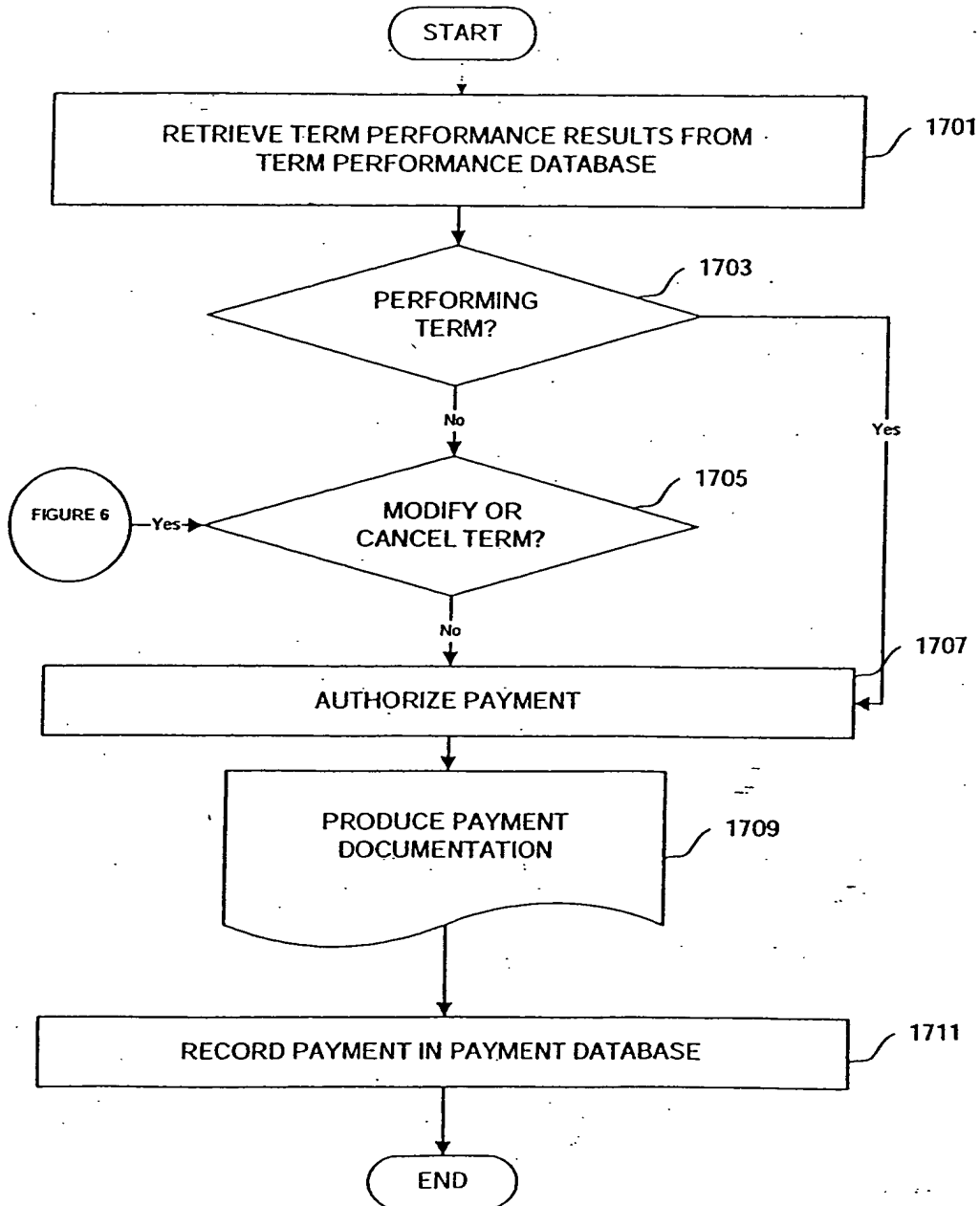
FIGURE 17:
PAYOUT DISCOUNT

FIGURE 18:
MANAGE SALES GOALS

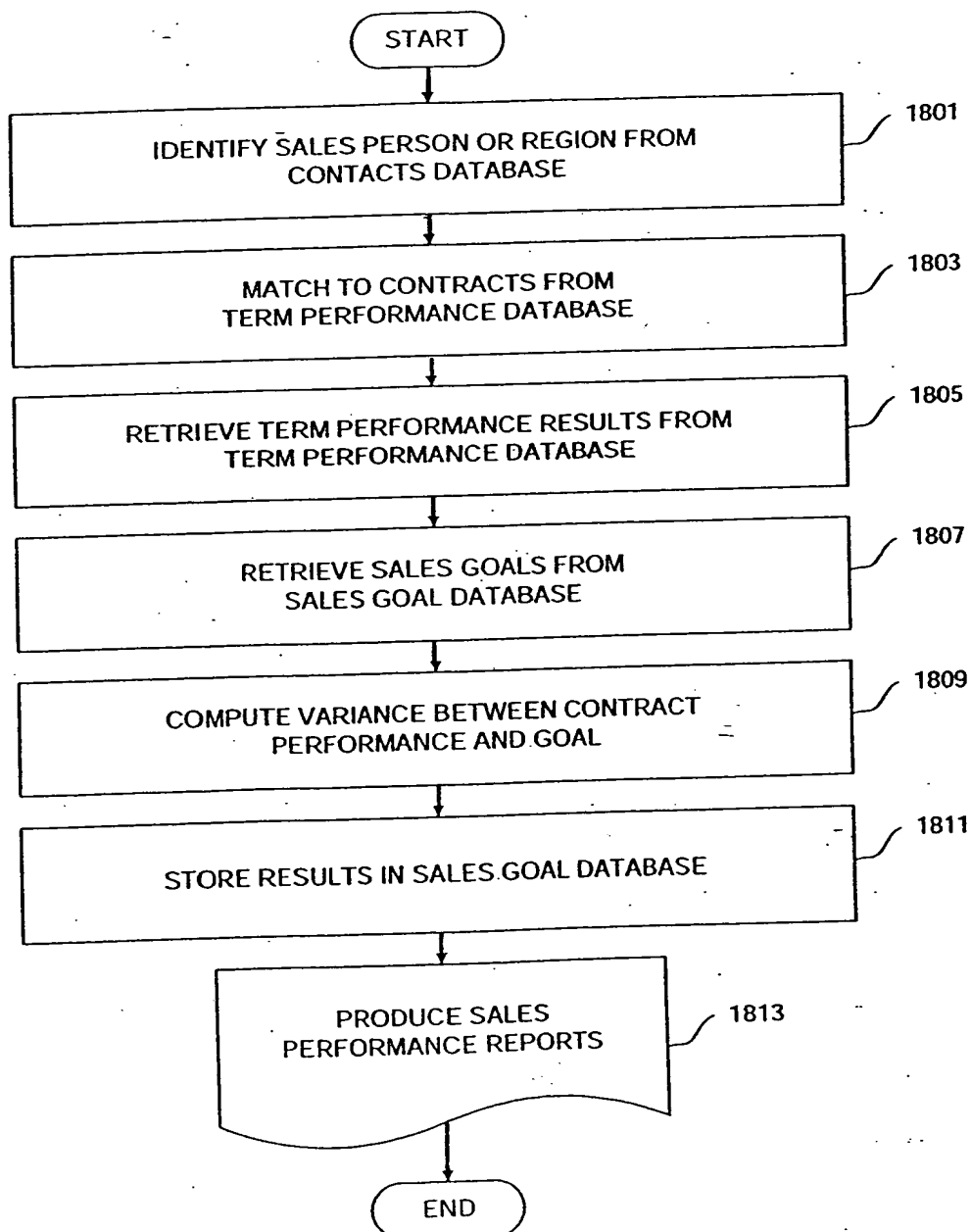


FIGURE 19
TRANSACTION DETAIL DATA SCREEN

| Ticket | | PNR Locator | | Credit Card | | Frequent Flyer # | | Tour Code | | Commission | | Tax | | Amount | |
|----------------------|-----------------------|-------------------|------------|-------------|----------|------------------|------------|-----------|------|------------|------------|-----|---------|--------|------------|
| Ticket Number | 66044709xx | PNR Locator | BXY245 | Credit Card | Visa | Frequent Flyer # | BH12345678 | Tour Code | 14BV | Commission | \$1,200.00 | Tax | \$96.00 | Amount | \$1,200.00 |
| Validating Carrier | British Airways | | | | | | | | | | | | | | |
| Issue Date | 01 Jan 2000 | | | | | | | | | | | | | | |
| Passenger | Mr. John Doe | | | | | | | | | | | | | | |
| Company | ABC Company | | | | | | | | | | | | | | |
| Data Source | Anywhere Travel, Inc. | | | | | | | | | | | | | | |
| Ticket Location | 212253xx | | | | | | | | | | | | | | |
| Origin & Destination | | | | | | | | | | | | | | | |
| Origin, Destination | | | | | | | | | | | | | | | |
| Origin | Albuquerque | Cabin, Fare Type | Business | | | | | | | | | | | | |
| Connection | Houston | Fare Basis | J | | | | | | | | | | | | |
| Destination | Atlanta | Ticket Designator | 66044709xx | | | | | | | | | | | | |
| Carrier | Continental | Contract | ABC2000 | Term | US to US | | | | | | | | | | |
| Operating Carrier | Airlines | Net Amount | \$557.00 | | | | | | | | | | | | |
| Depart Date | 16 Jan 2000 | Amount | \$600.00 | | | | | | | | | | | | |
| Depart Time | 7:40 am | Full Fare | \$800.00 | | | | | | | | | | | | |
| Arrive Date | 16 Jan 2000 | Low Fare | \$0.00 | | | | | | | | | | | | |
| Arrive Time | 2:15 pm | Discount | \$200.00 | | | | | | | | | | | | |
| Trip duration | 4:30 | Revenue Per Mile | .47 | | | | | | | | | | | | |

FIGURE 20
MARKET ANALYSIS SUMMARY SCREEN

2003 2005 2007 2009 2011

| Item | Market | Cabin | Total Flights | Amount | Total Flights | Amount | NAS | Share | Percent of NAS |
|----------|-----------|-------------|---------------|---------------|---------------|---------------|------|-------|----------------|
| US to US | OMH - EWR | Economy | 1,124 | 330,154 | 1,036 | 306,368 | 50% | 92% | 184% |
| US to US | OMH - EWR | Discount | 308 | 35,593 | 296 | 34,676 | 50% | 96% | 192% |
| US to US | OMH - EWR | Economy | 2,020 | 560,058 | 1,972 | 546,075 | 50% | 96% | 196% |
| US to US | OMH - EWR | Discount | 184 | 25,647 | 176 | 24,199 | 50% | 96% | 192% |
| US to US | CVG - EWR | First Class | 0 | 2,974 | 0 | 0 | 30% | 0% | 0% |
| US to US | CVG - EWR | Economy | 2,424 | 717,894 | 764 | 205,627 | 33% | 32% | 97% |
| US to US | CVG - EWR | Discount | 1,996 | 400,478 | 1,176 | 197,750 | 33% | 39% | 227% |
| US to US | CVG - EWR | Economy | 2,176 | 622,224 | 1,424 | 389,845 | 33% | 65% | 197% |
| US to US | CVG - EWR | Discount | 320 | 172,033 | 140 | 13,925 | 33% | 15% | 45% |
| US to US | DCA - EWR | Economy | 2,424 | 314,900 | 2,424 | 314,900 | 100% | 100% | 100% |
| US to US | DCA - EWR | Discount | 140 | 9,478 | 140 | 9,478 | 100% | 100% | 100% |
| US to US | DCA - EWR | Economy | 7,064 | 906,571 | 7,064 | 906,571 | 100% | 100% | 100% |
| US to US | DCA - EWR | Discount | 280 | 18,891 | 280 | 18,891 | 100% | 100% | 100% |
| US to US | DEN - EWR | First Class | 36 | 23,197 | 8 | 6,510 | 36% | 22% | 61% |
| US to US | DEN - EWR | Economy | 52 | 30,263 | 20 | 12,005 | 37% | 38% | 103% |
| US to US | DEN - EWR | Discount | 3,244 | 915,660 | 500 | 142,976 | 37% | 15% | 41% |
| US to US | DEN - EWR | Economy | 76 | 46,664 | 60 | 41,793 | 37% | 89% | 241% |
| US to US | DEN - EWR | Discount | 6,244 | 1,779,567 | 3,220 | 950,316 | 37% | 52% | 141% |
| US to US | DFW - EWR | First Class | 24 | 13,759 | 12 | 7,789 | 29% | 50% | 172% |
| US to US | DFW - EWR | Economy | 2,608 | 1,392,186 | 1,196 | 586,437 | 30% | 46% | 153% |
| US to US | DFW - EWR | Discount | 0 | 0 | 0 | 0 | 0% | 0% | 0% |
| Total | | | 30,904 | 8,655,053,280 | 19,512 | 4,402,668,812 | | | |

2001

FIGURE 21A
DISCOUNT-ON REQUIREMENTS SCREEN

Setup .m

2103 2105 2107

Discount On Requirements Screen

Operator: [Not equal to] [OK] [Cancel]

Service Class: [T] [Add] [Remove]

Market Pair: [Equal to] EWR: Newark, NJ/IAD: Washington-Dulles, ...
EWR: Newark, NJ/LAX: Los Angeles, CA
EWR: Newark, NJ/MCO: Orlando Intl, FL
EWR: Newark, NJ/MSP: Minneapolis, MN
EWR: Newark, NJ/ORD: Chicago-O'Hare, IL

Cabin: [Equal to] First Class
Economy

Day of Week: [Equal to] Monday
Tuesday
Wednesday
Thursday
Friday

Service Class: [Not equal to] [OK] [Cancel]

2101

Update Remove

FIGURE 21B
MEASURE-ON REQUIREMENTS SCREEN

2111 2113 2115

Setup Term

Discount On Measure On Forward Items

Cabin
Carrier, Validating
Fare Basis
Fare Type
Market
Market Type
Market, Connection
Market, Cross Continent
Market, Cross Country
Service Class

Operator
Equal to

Operator
Equal to

EWR: Newark, NJ

United States

EWR: Newark, NJ United States

Add Remove

Update Remove Done Discount On

| Market EWR: Newark, NJ/United States | Equal to | First Class |
|--------------------------------------|--------------|-------------|
| Cabin | Equal to | Economy |
| Service Class | Not equal to | T |

2109

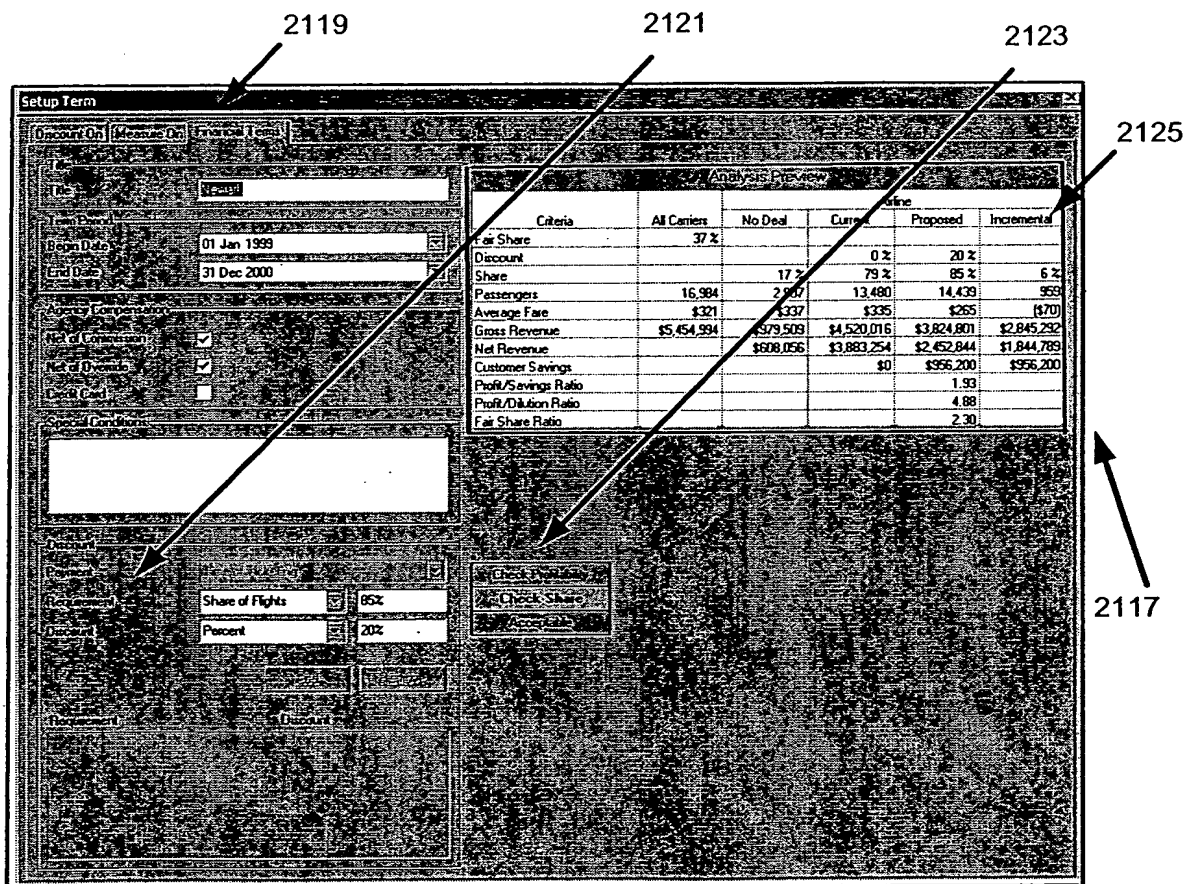


FIGURE 22
CONTRACT FORECAST SCREEN

[illegible]

FIGURE 23:
ACTUAL CONTRACT PERFORMANCE SCREEN

| Contract Term | Host Flights | Market Share | Host Net Amount | Market Share | Measure | Requirement | Variance | Fulfilled |
|-----------------------------|--------------|--------------|-----------------|--------------|------------------|-------------|----------|-----------|
| ABC Company | 27,010 | 63% | \$5,402,828 | 67% | Share of Flights | 74% | -11% | No |
| US-48-US-48 | 7,588 | 66% | 1,753,837 | 88% | Share of Flights | 92% | -6% | No |
| IAH-DomesticMarkets | 1,854 | 63% | 3,461,248 | 92% | Share of Flights | 88% | 5% | Yes |
| IAH-LGW/CDG/AA/AN Term | 481 | 44% | 382,840 | 53% | No Requirement | 0 | 0% | Yes |
| US-48-Canada/LatinAm/Mexico | 250 | 36% | 444,832 | 34% | No Requirement | 0 | 0% | Yes |
| US-48-Europe | 193 | 100% | 38,442 | 100% | Share of Flights | 90% | 1% | Yes |
| IAH-MTY/AMX | 35 | 53% | 55,382 | 51% | Share of Flights | 60% | -7% | No |
| IAH-BRU/FR/LHR Term | 23 | 17% | 37,300 | 18% | Share of Flights | 20% | -3% | No |
| US-48-AMS Term | | | | | | | | |
| Total | 37,443 | 67% | \$11,876,118 | 71% | | | | |
| Minimum | 42,775 | | \$12,179,870 | | | | | No |
| Contract Performance | -5,332 | -14% | -\$62,954 | -4% | | | | |